# TANDBERG

# Content Server

- Stream and archive video and H.239 dual stream presentations
- Easy capture of video conferences using any H.323 videoconferencing endpoint
- Content creation from anywhere using TANDBERG Expressway™
- Scheduled or ad hoc call support with dial in and dial out capabilities
- Synchronized streaming of video and presentation in live and on demand modes
- Compatible with major streaming formats
- Unicast and multicast streaming support
- Built-in web based management interface
- Built-in web based content library
- High-capacity internal storage.

# User Guide

**TANDBERG**
# Content
# Server

## Finding the Information You Need

Thank you for choosing TANDBERG! The Content Server has been designed to provide you with many years of safe, reliable operation.

Your approach to the Content Server documentation depends on what you want to do and how much you already know.

The User Guide has been divided into several sections – each providing different information. In some places information has been copied from other sections to let you have all the relevant information there and then in order to avoid unnecessary "page-riding".

Note that the User Guide describes a fully equipped version. Your version may not have all the described extensions installed.

Our main objective with this User Guide was to address your goals and needs. Please let us know how well we succeeded!

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# TANDBERG Content Server

## What's in this User Guide?

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## Appendices

# What's New in this Version?

## New Features in Version 2

Version 2 of the TANDBERG Content Server comes with a multitude of new features. For your convenience a list of them is provided here.

### New in version 2.1 - support for Microsoft zune™
- Record media in formats and at resolutions optimized for playback on zune digital media players.

### New Flexible Content-Creation Model
- Personal and System Recording Aliases replacing the version 1 Line model
- Conference metadata can now be edited after the call has finished or can be defined in the Recording Alias and applied at conference creation time
- Set up default Transcoding and Archiving aliases for integration with TMS 11.6.

### New Authentication and Permissions Model
- Support for three types of authentication: local, LDAP and domain
- New access-list based permissions model for viewing and editing recorded conferences (guest access and PIN protection for conferences retained for backward compatibility with version 1).

### More Powerful Recording Features
- Added Dual Video support for Windows Media archiving calls. The TANDBERG Codec Pack required to playback archiving calls now available as a download from the Content Server Test Page (replaces the Intel I263 codec)
- Optimized Windows Media 9 codecs used as default profiles for recording templates
- More powerful system templates, including recording extended video presentation (Dual Stream) in the Picture in Picture layout.

### More User-friendly Content Library
- Assign Conference Categories to conferences and sort conferences by Category
- Authenticated users are now able to edit and save their preferences for their Display Name, Number of items to be displayed on the page and the Default Conference Category
- Bookmarks are now stored for each authenticated user under their user profile.

### Better Content Viewing Experience
- Content Viewer enables users to switch the display of the main and extended (Dual Video) streams in the Picture out of Picture layout
- Scaling of images is now handled by the Content Server (instead of by the browser) which results in higher quality images.
- The Content Viewer dynamically displays tabs based on the content in the conference rather than simply displaying all tabs.

### More Choices for Content Server registration with Gatekeeper and Border Controller
- Register the Content Server with the gatekeeper as a Terminal or Gateway
- Native support for TANDBERG Expressway™.

### Scalability
- Support for media storage in an external storage location, such as Network Attached Storage (tested with IBM X-series)
- Support for scaling out on the recording and streaming functions by creating a cluster of up to 5 Content Servers, with a single interface to access functionality and media in the cluster.

### Improved Administrative Functionality
- Access to administrative logs and Windows Server from the Content Server web interface
- Improved Template Editor now auto-populates most fields for new templates.

### Enhanced Content Editing Features
- Improved usability for managing markers, slides and index points in the Content Editor
- New Content Editor functionality to set the start and end points for conference playback and create a playlist for playback of up to 5 conferences.

### Easier Monitoring of Call Status at the Endpoint
- New posters are now sent to the far end - "Recording Conference" poster is displayed when the call is recorded (whether streaming live or not) and "Streaming Conference" when the call is streaming live but not recorded.

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# Content Server

We recommend that you check the TANDBERG web site regularly for updated versions of this manual:

http://www.tandberg.net/support/documentation.php

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Philip Pedersens vei 22
1366 Lysaker, Norway
Tel:     +47 67 125 125
Fax:     +47 67 125  234
e-mail: tandberg@tandberg.net

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This document was written by the Research and Development Department of TANDBERG, Norway. We are committed to maintain a high level of quality in all our documentation. Towards this effort, we welcome you to Contact us with comments and suggestions regarding the content and structure of this document.

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# TANDBERG
# Content Server

We recommend that you check the TANDBERG web site regularly for updated versions of this manual:

## Operator Safety / Environmental Issues

For your own protection, please read the overleaf safety instructions completely, before operating the equipment and keep this manual for future reference. The information in this summary is intended for operators. Carefully observe all warnings, precautions and instructions both on the apparatus and in the operating instructions.

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# Safety Instructions

For your protection please read these safety instructions completely before you connect the equipment to the power source. Carefully observe all warnings, precautions and instructions both on the apparatus and in these operating instructions.

Retain this manual for future reference.

### Water and Moisture

Do not operate the apparatus under or near water – for example near a bathtub, kitchen sink, or laundry tub, in a wet basement, near a swimming pool or in other areas with high humidity.

Never install jacks for communication cables in wet locations unless the jack is specifically designed for wet locations.

Do not touch the product with wet hands.

### Cleaning

Unplug the apparatus from communication lines, mains power-outlet or any power source before cleaning or polishing. Do not use liquid cleaners or aerosol cleaners. Use a lint-free cloth lightly moistened with water for cleaning the exterior of the apparatus.

### Ventilation

Do not block any of the ventilation openings of the apparatus. Never cover the slots and openings with a cloth or other material. Never install the apparatus near heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.

Do not place the product in direct sunlight or close to a surface directly heated by the sun.

### Lightning

Never use this apparatus, or connect/disconnect communication cables or power cables during lightning storms.

### Dust

Do not operate the apparatus in areas with high concentration of dust.

### Vibration

Do not operate the apparatus in areas with vibration or place it on an unstable surface.

### Power Connection and Hazardous Voltage

- The product may have hazardous voltage inside. Never attempt to open this product, or any peripherals connected to the product, where this action requires a tool
- This product should always be powered from an earthed power outlet
- Never connect attached power supply cord to other products
- In case any parts of the product has visual damage never attempt to connect mains power, or any other power source, before consulting service personnel
- The plug connecting the power cord to the product/power supply serves as the main disconnect device for this equipment. The power cord must always be easily accessible
- Route the power cord so as to avoid it being walked on or pinched by items placed upon or against it. Pay particular attention to the plugs, receptacles and the point where the cord exits from the apparatus
- Do not tug the power cord
- If the provided plug does not fit into your outlet, consult an electrician
- Never install cables, or any peripherals, without first unplugging the device from it's power source.

### Servicing

Do not attempt to service the apparatus yourself as opening or removing covers may expose you to dangerous voltages or other hazards, and will void the warranty. Refer all servicing to qualified service personnel.

Unplug the apparatus from its power source and refer servicing to qualified personnel under the following conditions:

- If the power cord or plug is damaged or frayed
- If liquid has been spilled into the apparatus
- If objects have fallen into the apparatus
- If the apparatus has been exposed to rain or moisture
- If the apparatus has been subjected to excessive shock by being dropped
- If the cabinet has been damaged
- If the apparatus seems to be overheated
- If the apparatus emits smoke or abnormal odor
- If the apparatus fails to operate in accordance with the operating instructions.

### Accessories

Use only accessories specified by the manufacturer, or sold with the apparatus.

### Communication Lines

Do not use communication equipment to report a gas leak in the vicinity of the leak.

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# Environmental Issues

Thank you for buying a product which contributes to a reduction in pollution, and thereby helps save the environment. Our products reduce the need for travel and transport and thereby reduce pollution. Our products have either none or few consumable parts (chemicals, toner, gas, paper). Our products are low energy consuming products.

## TANDBERG's Environmental Policy

Environmental stewardship is important to TANDBERG's culture. As a global company with strong corporate values, TANDBERG is committed to following international environmental legislation and designing technologies that help companies, individuals and communities creatively address environmental challenges.

TANDBERG's environmental objectives are to:

- Develop products that reduce energy consumption, $CO_2$ emissions, and traffic congestion
- Provide products and services that improve quality of life for our customers
- Produce products that can be recycled or disposed of safely at the end of product life
- Comply with all relevant environmental legislation.

## European Environmental Directives

As a manufacturer of electrical and electronic equipment TANDBERG is responsible for compliance with the requirements in the European Directives 2002/96/EC (WEEE) and 2002/95/EC (RoHS).

The primary aim of the WEEE Directive and RoHS Directive is to reduce the impact of disposal of electrical and electronic equipment at end-of-life. The WEEE Directive aims to reduce the amount of WEEE sent for disposal to landfill or incineration by requiring producers to arrange for collection and recycling. The RoHS Directive bans the use of certain heavy metals and brominated flame retardants to reduce the environmental impact of WEEE which is landfilled or incinerated.

TANDBERG has implemented necessary process changes to comply with the European RoHS Directive (2002/95/EC) and the European WEEE Directive (2002/96/EC).

## Waste Handling

In order to avoid the dissemination of hazardous substances in our environment and to diminish the pressure on natural resources, we encourage you to use the appropriate take-back systems in your area. Those systems will reuse or recycle most of the materials of your end of life equipment in a sound way.

TANDBERG products put on the market after August 2005 are marked with a crossed-out wheelie bin symbol that invites you to use those take-back systems.

Please contact your local supplier, the regional waste administration or http://www.tandberg.net/recycling if you need more information on the collection and recycling system in your area.

## Information for Recyclers

As part of compliance with the European WEEE Directive, TANDBERG provides recycling information on request for all types of new equipment put on the market in Europe after August 13th 2005.

Please contact TANDBERG and provide the following details for the product for which you would like to receive recycling information:

- Model number of TANDBERG product
- Your company's name
- Contact name
- Address
- Telephone number
- E-mail.

## Digital User Guides

TANDBERG is pleased to announce that we have replaced the printed versions of our User Guides with a digital CD version. Instead of a range of different user manuals, there is now one CD – which can be used with all TANDBERG products – in a variety of languages. The environmental benefits of this are significant. The CDs are recyclable and the savings on paper are huge. A simple web-based search feature helps you directly access the information you need. In addition, the TANDBERG video systems now have an intuitive on-screen help function, which provides a range of useful features and tips. The contents of the CD can still be printed locally, whenever needed.

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# TANDBERG
## Content Server

We recommend that you check out the TANDBERG web site regularly for updated versions of this manual:

http://www.tandberg.net/support/documentation.php

## Introduction

The TANDBERG Content Server provides users with a quick and easy way to record video meetings and view them live or on demand. The following page provides an overview of the main features.

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# Features at a Glance

The TANDBERG Content Server provides users with a quick and easy way to record video meetings and view them live or on demand from their computers.

### Flexible Content Creation

- Customizable Personal and System Recording Aliases automatically apply recording and streaming settings, conference permissions and metadata
- Support for dialling in and dialling out from the Content Server
- TANDBERG Management Suite (TMS) integration:
  - Support for scheduled calls through integration with TMS 11.6
  - Ability to configure Transcoding and Archiving Aliases for use by TMS.

### Recording

- Large scale content creation from multiple concurrent video conferences
- Powerful predefined system templates (see Recording Templates at a Glance for a full list of system templates and their recording and streaming outputs)
- Dual Stream support for transcoding and archiving Windows Media calls and transcoding Real Media and QuickTime calls.

### Streaming

- Live streaming of video meetings in multiple formats and data rates
- Multicast and unicast streaming
- In-built Windows Media™ streaming server
- Integration with external streaming servers for publishing Windows Media™, RealNetworks® Real Media (RealAudio® and RealVideo®) and QuickTime® content.

### Authentication

- Support for local, LDAP and domain authentication
- Support for guest (unauthenticated access) with PIN-protection for conferences.

### Permissions

- Access-list based model for viewing live and recorded conferences and editing recorded content.

### Content Library

- Searchable content library for viewing live, scheduled and recorded content
- Ability to assign customized Categories to conferences and sort conferences by Category.

### Content Viewing Experience

- Indexing content for quick retrieval by using General Index and Personal Bookmarks
- Picture in Picture and Picture out of Picture layouts available
- Ability to switch the display of the main and extended (Dual Video) streams in the Picture out of Picture layout.

### Content Editing

- Ability to manage markers, slides and index points in the Content Editor
- Ability to set the start and end points for conference playback and create a playlist for playback of up to 5 conferences.

### Administration

- User-friendly web-based interface for administrative system configuration
- Access to administrative logs and Windows Server from the Content Server web interface.

### Gatekeeper Settings

- Ability to register the Content Server with the gatekeeper as a Terminal or a Gateway
- Native support for Expressway.

### Scalability

- Support for media storage in an external storage location, such as Network Attached Storage (tested with IBM X-series)
- Support for scaling out on the recording and streaming functions by creating a cluster of up to 5 Content Servers, with a single interface to access functionality and media in the cluster.

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# TANDBERG
# Content Server

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## Installation

An important section covering the first time installation of the Content Server. Observe that for security reasons you should change the IP address from DHCP to static as soon as the unit is in production.

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# Preparing for Use

## What's in the Box?

To avoid damage to the unit during transportation, the Content Server is delivered in a special shipping box, which should contain the following components:

- CD with User Guide and other documentation
- Rack-ears, screws and screwdriver
- Cables
- Power cable
- Ethernet cable
- TANDBERG Content Server.

Kindly report any discrepancies to your TANDBERG Representative immediately.

## Installation Site Preparations

- Make sure that the Content Server is accessible and that all cables can be easily connected
- For ventilation: Leave a space of at least 10cm (4 inches) behind the Content Server's rear panel and 10cm (4 inches) in front of the front panel
- The room in which you install the Content Server should have an ambient temperature between 0°C and 35°C (32°F and 95°F) and between 10% and 90% non-condensing relative humidity
- Do not place heavy objects directly on top of the Content Server
- Do not place hot objects directly on top, or directly beneath the Content Server
- Use a grounded AC power outlet for the Content Server.

## Rack Mounting (optional)

**1** Before starting the rack mounting please make sure the TANDBERG Content Server is placed securely on a hard flat surface.

**2** Disconnect the AC power cable, if applicable.

**3** Make sure that the mounting space is prepared according to the **Installation Site Preparations** below left.

10 cm

10 cm
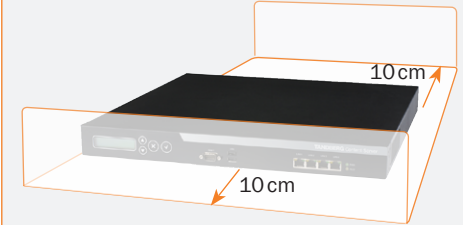
**4** Attach the brackets to the Content Server on both sides of the unit.

**5** Insert the Content Server into a 19" rack, and secure with screws in the front (four screws).

## Connecting Cables

**1** Connect a LAN cable from the **LAN 1** connector on the Content Server to your network. The **LAN 2**, **3** and **4** connectors are not used and should be left open.
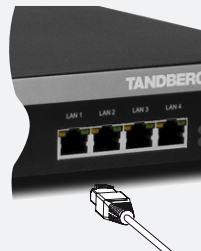
**2** Connect the AC power cable to an electrical distribution socket. Press the power switch button at the back side to **1** to turn on the Content Server. On the front panel of the system the power indicator LED, marked **Pwr**, will light up.

# IP Address Setting Configuration

## About IP Address Setting

The Content Server requires the IP Address Settings to be configured before it can be used. IP Address can be configured using the LCD Panel – see the block diagram to the right and the example below.

The front panel keys are used as follows:



✓ Used to enter the edit mode and confirm selection or entry.

✕ Used to return to the previous menu screen or exit the edit mode without saving the latest entry.

▲
▼ Used to select items in the menu, move between values in a numerical address and modify numerical values.

## IP Settings Menus Available

**TIP!** The IP address should be changed from DHCP (default) to a static IP address as soon as the Content Server is in production.

Menu title is shown in orange.



To Commands

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# Examples on Front Panel Operation
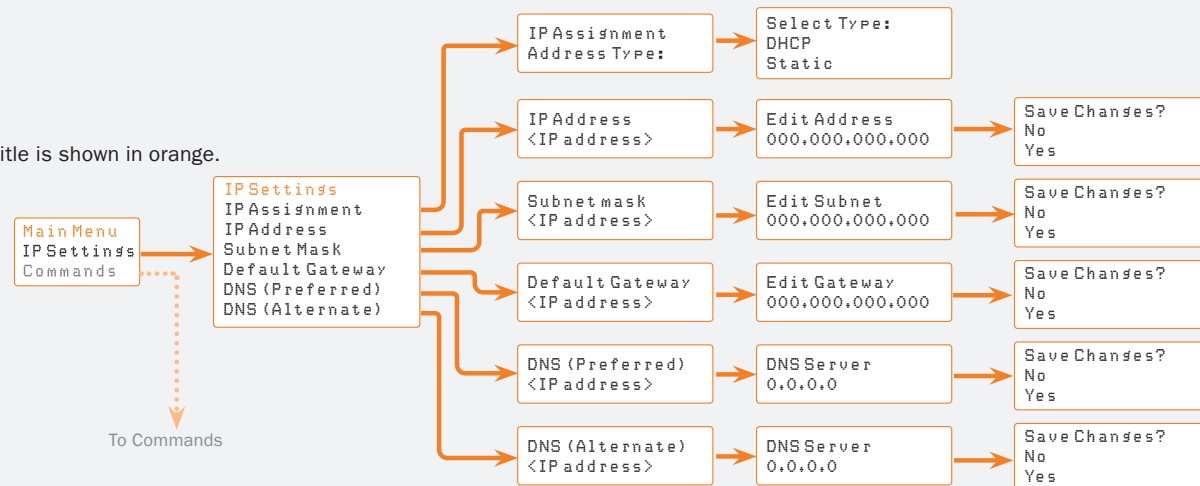
## Set the IP Address to Static!

We strongly recommend that you change the IP address from DHCP to Static once the Content Server is in production.

Use the examples on this page together with the diagram on the previous page to set the IP address.

To set the Subnet mask, Default gateway and DNS IP addresses, follow the steps described in Example 2 : Setting the IP address.

## Example 1: Setting the IP Assignment

**1** Press **Enter** to produce the menu. The display shows two lines at a time:

```
Main Menu
IP Settings
```

The upper line is the menu title (as shown here) or a text describing a submenu or the setting shown (as in the example to the right). The settings available can be displayed one by one (the upper line is retained) by scrolling up and down.

**2** Selecting `IP Settings > IP Address`

```
IP Settings
IP Assignment
IP Address
Subnet Mask
Default Gateway
DNS (Preferred)
DNS (Alternate)
```

Use the **Arrow** keys to scroll up and down and have the settings shown displayed one by one. The menu title will be retained.

The IP Settings has six submenus. Use the **Arrow** keys to locate `IP Assignment`

**3** Press **Enter** to enter the submenu:

```
Select Type:
DHCP

Static
```

Use the **Arrow** keys to scroll down to Static.

Press **Enter** to put the change into effect and proceed to specify the IP address.

## Example 2: Setting the IP Address Itself

**1** Press **Enter** to produce the menu. The display shows two lines at a time:

```
Main Menu
IP Settings
```

The upper line is the menu title (as shown here) or a text describing a submenu or the setting shown (as in the example to the right). The settings available can be displayed one by one (the upper line is retained) by scrolling up and down.

**2** Selecting `IP Settings > IP Address`

```
IP Settings
IP Assignment
IP Address
Subnet Mask
Default Gateway
DNS (Preferred)
DNS (Alternate)
```

Use the **Arrow** keys to scroll up and down and have the settings shown displayed one by one. The menu title will be retained.

The IP Settings has six submenus. Use the **Arrow** keys to locate `IP Address`

**3** Press **Enter** to enter the submenu:

```
IP Address
010.047.005.282
```

Press **Enter** to edit the address.

The first digit will now blink.

Use the **Arrow** keys to scroll through the numbers (0–9) and press **Enter** when the number requested appears. The next digit will then start to blink.

Repeat until the final digit has been set.

**4** Press **Enter** to bypass any digit not in need of adjustment.

When all digits have been set pressing Enter will produce the `Save Changes` menu.

Use **Arrow** keys to select applicable option.

Use **Enter** to exit the menu putting changes into effect.This will take you back to the `IP Settings` menu.

If you need to change other settings repeat the procedure selecting the applicable `IP Setting` submenu (e.g. `Default Gateway`) first.

Use **Return** to leave a menu undoing any changes. This will also take you back to the `IP Settings` menu.

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# TANDBERG
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http://www.tandberg.net/support/documentation.php

## Quick Setup

The Quick Setup section will help you get your Content Server online and operational quickly. It provides a step-by-step guide to the basic H.323 services setup via the Content Server web interface as well as a description of the optional QuickTime installation. The latter should be installed only if strictly needed and we ask you to take care so that you install the correct version. Please note that as a security precaution, you should change the administrative password at setup time and before the Content Server is used in production.

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# Basic H.323 Services Setup via Content Server Interface – Step 1

## About Basic H.323 Services

## Initial Setup

A quick basic setup of your TANDBERG Content Server includes:

1. Setting up H.323 services via the Content Server interface
2. Making a test call recording
3. Changing the administrator password and setting up server date and time on the Windows Server.

In addition there is an optional QuickTime Installation available. This installation is only needed if you require calls to be recorded and streamed in the QuickTime® format.

If you will be recording calls in two formats only – Windows Media and Real Media formats, you do NOT need to install QuickTime on the server.

Make sure that the E.164 aliases and H.323 IDs are valid for your Gatekeeper or Border Controller.

You can register the Content Server with either Gatekeeper or Border Controller. For simplicity in this User guide we'll use 'gatekeeper' to refer to either device.

The default local administrator account should be used for administrative functions such as system upgrades and updates and when using Remote Desktop access to the Content Server. It is therefore very important to change your password as described in the Windows Server Setup section.

For more on setting the administrative properties and user configuration, see the Administrator Settings section.

**1** Start a Web browser and enter the IP address of the Content Server. You can use either **http** or **https**, with **https** recommended for administrative access.

**2** When prompted for login, enter the username **administrator** and password.
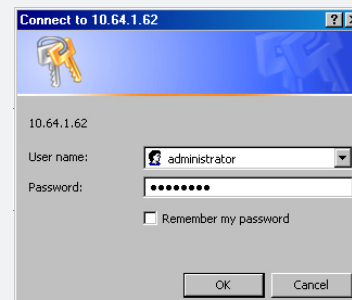
**3** Go to **Conference Setup**> **Recording Alias Options**. Edit the E.164 aliases and H323 IDs for the default Recording Aliases and save.
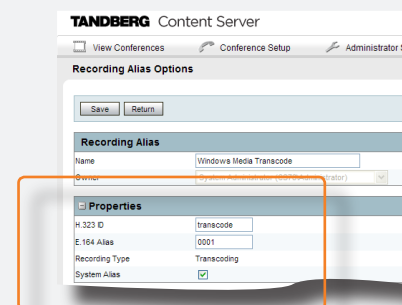
**4** Go to the **Administrator Settings** > **Site Settings** to set the **System Name** and **E.164 alias** for the Content Server.
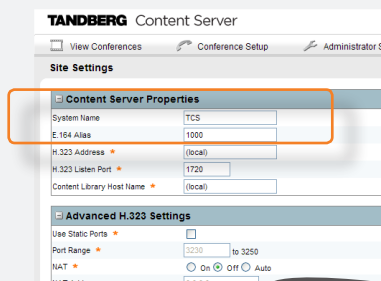
**5** If required, set **Gatekeeper registration** to **Enabled**, select **Gatekeeper Discovery method** (**Auto** or **Manual**) and set the **Gatekeeper IP address**. You can choose to register the Content Server as a Terminal or a Gateway. If you select **Gateway registration**, you will need to enter H.323 and E.164 Gateway prefixes.
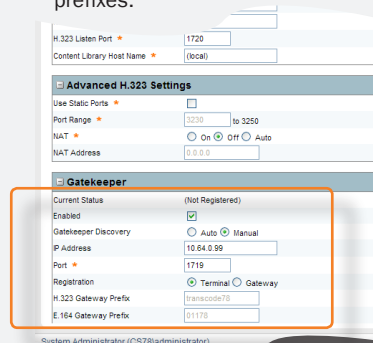
**6** Save the **Site Settings**. You may refresh the browser page to check if gatekeeper registration has been successful.
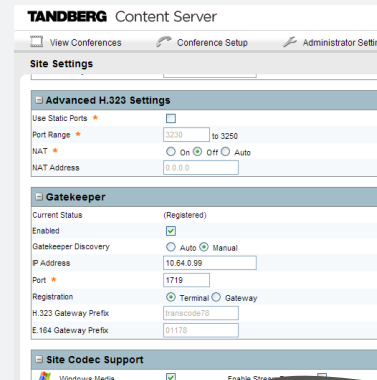
# Basic H.323 Services Setup via Content Server Interface – Step 2

## About Basic H.323 Services

## Call Recording Test

A quick basic setup of your TANDBERG Content Server includes:

1. Setting up H.323 services via the Content Server interface (described on the previous page)
2. Making a test call recording
3. Changing the administrator password and setting up server date and time on the Windows Server (described on the next page).

In addition there is an optional QuickTime Installation available. This installation is only needed if you require calls to be recorded and streamed in the QuickTime® format.

To read more on Recording Aliases, see Recording Aliases

**1** If you have logged out, log back in to the Content Server web interface via http or https://<ContentServerIPaddress>.

**2** Go to Conference Setup > Create Conference.
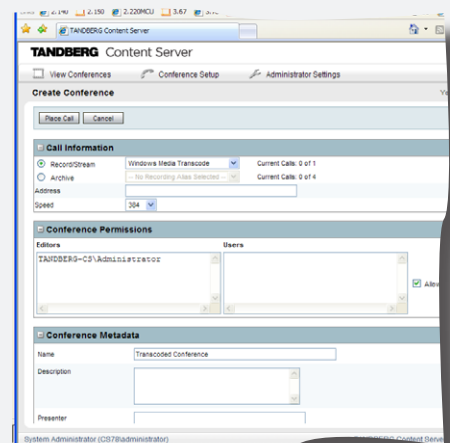


**3** Select a default Recording Alias, type the address of the endpoint you want to call and click on Place Call. Alternatively, you can dial one of the Recording Aliases' E.164 alias or H.323 ID from your endpoint.

**4** If the recording template you have selected for your alias has a live stream output, you can watch the streaming call in Live Conferences. Please note that by default, the Content Server has live streaming enabled for templates using Windows Media only. QuickTime Player has to be installed on the Content Server before the QuickTime format can be used. Templates using Real Media and QuickTime will display 'Recording in progress'in Live Conferences view and can only be viewed on demand, unless you configure templates to use external streaming servers.

**5** You can end the call from the Edit link in Live Conferences, or from the endpoint you dialled.

**6** If the recording template you have selected for your alias has on demand output, you can watch the on demand recording in Recorded Conferences.

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# Basic H.323 Services Setup via Content Server Interface – Step 3

## About Basic H.323 Services

A quick basic setup of your TANDBERG Content Server includes:

1. Setting up H.323 services via the Content Server interface (described two pages back)

2. Making a test call recording (described on the previous page)

3. Changing the administrator password and setting up server date and time on the Windows Server.

In addition there is an optional QuickTime Installation available. This installation is only needed if you require calls to be recorded and streamed in the QuickTime® format.

---

You may wish to record your new administrative password in a safe location. Please note that you should not change the default administrator account name.

---

It is also strongly recommended at setup time that you change the default database System Administrator (sa) account password, and set new passwords for the Content Library and Content Engine database account passwords. Please refer to the Account Security chapter of this manual for details.

---

To read more on how to set the administrative properties and user configuration, see the Administrator Settings section.

## Web Server Setup

① Once the initial setup has been completed (previous page), log in to the Web User Interface for Microsoft Windows Server administration, https://<ContentServerIPaddress>:8098/, and use the Set Administrative Password tool to change your administrative password.
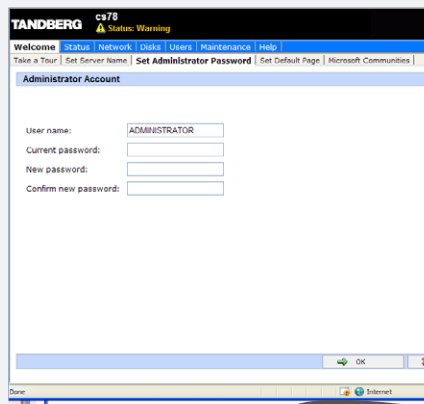
② Go to Maintenance > Date/Time to update Date and Time settings on the server.
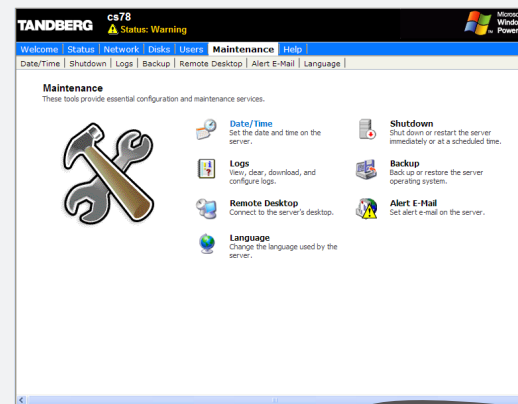
## Recommended Next Steps

1. Register your Content Server using the Registration Card or via the web at www.tandberg.net/register

2. Apply the most recent security updates for the Content Server

3. Decide what your Content Server settings will be in the following areas:

- Authentication:
  a. Use Local machine users, or
  b. use LDAP/Active Directory users and groups (recommended).
- Manual dial or TMS:
  a. Use in stand-alone mode with ad hoc dialling
  b. Use with TMS 11.6 for scheduled calls.
- Review recording template settings

- Optional – configure special case streaming resources:
  a. Enable multicast
  b. Configure templates in Template Editor for use with external streaming servers.
- Optional – add new Categories
- Configure Recording aliases
- Review ports used by the Content Server and adjust your firewall settings if required.

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# Optional QuickTime Installation

⚠️ **Install Only If Strictly Needed!**

⚠️ **Optional Installation – Only If Strictly Needed!**

Optional QuickTime Installation is only needed if you require calls to be recorded and streamed in the QuickTime® format.

If you will be recording calls in two formats only – Windows Media and Real Media formats, you do NOT need to install QuickTime on the server.

QuickTime can be installed and enabled on the Content Server at any time, so you can defer this installation until (and if) it is required.

The Content Server ships with QuickTime support turned off by default. Do not enable the QuickTime codec in the Codec Support settings unless QuickTime has been manually installed on the Content Server.

Due to an incompatibility between QuickTime Player versions 7.1 or higher and a critical Windows Server security update (MS06-015), only **QuickTime Player version 7.0.4.0** should be installed on the Content Server.

At the time of publishing this user guide, the standalone installer for this version was available from http://www.apple.com/

💡 Select QuickTime Templates for use with your Recording Aliases to take advantage of the QuickTime output functionality and record your content for on demand QuickTime playback.

**EXAMPLE:**

Select QuickTime 2xStreams High with Dual - QT-DblHighDual.xml * from the drop-down menu in the Settings section of Recording Alias Options for a Transcoding template. Click Save.

Select QuickTime Archiving Single Stream QT-MOVStd.xml* from the drop-down menu in Settings section of Recording Alias Options for an Archiving template. Click Save.

**1** Remote desktop to the IP address of the Content Server.

**2** Log in as an administrator.

**3** Use a Web Browser to navigate to the following download site to download Apple QuickTime player version 7.0.4.0: http://www.apple.com/support/downloads/quicktime704.html.

**4** Due to the enhanced security configuration enabled for the Internet Explorer browser on the Content Server, you will be required to add this web page to the server's trusted sites (deselect the Require Server verification https for all sites in this zone checkbox). An alternative would be to download the QuickTime installer to your desktop machine and then copy it to the server's Remote Desktop.

**5** Run the QuickTimeInstaller.exe file.

**6** Follow the installation prompts.

**7** Click on **Finish** when the installation has been completed.

**8** Log off to terminate the remote desktop connection.

**9** Log in to the Content Server web interface as an administrator.

**10** In **Administrator Tools** > **Site Settings**, enable QuickTime in the Site Codec Support section and click **Save**.
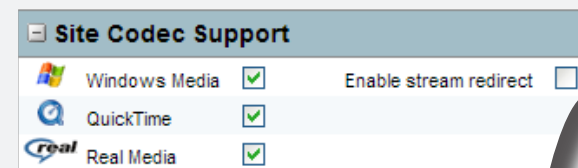
# TANDBERG
# Content Server



## Operation

The Operation section contains important information about product registration and security updates. Procedures for restarting, shutting down and restoring the Content Server to factory settings are also explained in this section.

We recommend that you check the TANDBERG web site regularly for updated versions of this manual:

http://www.tandberg.net/support/documentation.php

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# Product Registration & Security Updates

## Product Registration

You need to register the product if you would like to receive an email from TANDBERG Constant Care Services when Content Server updates to the TANDBERG Content Server become available.

You can register using the Registration Card provided with your Content Server or via the web at www.tandberg.net/register.

You can also check the following ftp site for all available downloads:

http://ftp.tandberg.net/pub/software/content_server/

## Security Updates

All relevant security updates for the TANDBERG Content Server are available from the following ftp site: http://ftp.tandberg. net/pub/software/content_server/security_updates/.

IT IS IMPORTANT THAT YOU DOWNLOAD AND INSTALL THE MOST RECENT SECURITY UPDATE FOR EACH YEAR FROM THE TANDBERG FTP SITE BEFORE USING THIS PRODUCT. YOU SHOULD ALSO CHECK THIS SITE REGULARLY TO SEE IF NEW SECURITY UPDATES ARE AVAILABLE. ALL SECURITY UPDATES RELEVANT TO THE CONTENT SERVER ARE CUMULATIVE THROUGHOUT THE CALENDAR YEAR.

## Installing Software Upgrades and Security Updates

Content Server software upgrades and security updates need to be installed using Remote Desktop access.

Remote Desktop access is also used for:

- Installing QuickTime
- Configuring the TCS Database Backup tool
- Using the TCS NAS Wizard.

## Using Remote Desktop

**1** Open the Remote Desktop Utility on your PC (**Start**>**Programs**> **Accessories**>**Communications**>**Remote Desktop Connection**).

**2** Provide the local administrator username and password.

**3** If you want to copy security updates or software upgrade files from your PC to the TCS desktop, click on **Options**>**LocalResources** and select **Disk Drives**, then click on **Connect**.

**4** Once you are logged in, you can gain access to security updates or software upgrade files on your local PC by expanding My Computer. Note that mapped drives correspond to the drives on your PC.

**5** Once you have finished the necessary installations, restart the Content Server if prompted to do so. Otherwise, terminate your Remote Desktop session by logging off. Please note that if you choose Shut down, it will shut down the Content Server!

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# Shutdown and Restart

## No System Response?

The Content Server will always be turned on and be available to record conference calls.

The physical unit should not be accessible to users.

**If the system does not respond:**

- Check the LCD panel to determine if the unit is switched on and 'live'
- Make sure that the Content Server is switched on by using the On/Off switch located at the rear of the unit
- Restart the Content Server using the LCD panel.

or,

- Restart the TCS service on the Content Server (this will only affect the calls which are live at the time of the restart, but will not affect any users accessing recorded content on the server).

How to use the front panel keys is explained on the next page.

## Restarting the Content Server

1. Press **Enter** to display the `Main Menu` screen
2. From the `Main Menu` screen, use the **Up** or **Down** arrow to select `Commands`
3. Press **Enter** to confirm your selection
4. From the `Commands` menu, use the **Up** or **Down** arrow to select `Restart` and press **Enter**
5. You will be asked to confirm this action on the following screen. At the `Restart?` prompt, use the **Up** or **Down** arrow to select `Yes` and press **Enter** to confirm.

For an overview of the Command Menu Structure – see below left.

For details on how to restart the TCS service without restarting the Content Server, see the [Administrator Settings](#) section.

## Shutting Down the Content Server

1. Press **Enter** to display the `Main Menu` screen
2. From the `Main Menu` screen, use the **Up** or Down arrow to select `Commands`
3. Press Enter to confirm your selection
4. From the `Commands` menu, use the **Up** or **Down** arrow to select `Shutdown` and press **Enter**
5. You will be asked to confirm this action on the following screen. At the `Shutdown?` prompt, use the **Up** or **Down** arrow to select `Yes` and press **Enter** to confirm.

For an overview of the Command Menu Structure – see below left.

There is currently no indication on the LCD panel to tell the administrator that the machine has shut down and that it is safe to turn off the server. Typically the server is in a state that it is safe to shutdown within a few minutes.

## Command Menu Structure

IP Settings are treated in [Installation](#).

```
Main Menu
IP Settings
Commands
```

```
Restart?
No
Yes
```

```
Shutdown?
No
Yes
```

Restoring Factory Settings is described on the next page.

```
- Restore Factory -
Full Restore
Config Restore
```

```
Full Restore?
No
Yes
```

```
Config Restore?
No
Yes
```

## ⚠ Do Not Shutdown or Restart While Calls Are In Progress!

We do not recommend to shutdown or restart the Content Server while calls are in progress. If the Content Server is in a call and the server is restarted or shut down, calls in progress will fail and will not be recorded.

The LCD panel display indicates the current status of the Content Server.

```
<IP Address>
IN CALL
```
LCD panel display when a call is currently in progress.

```
<IP Address>
NOT IN CALL
```
LCD panel display when no calls are currently in progress.

**TANDBERG**

# Restoring to Factory Settings
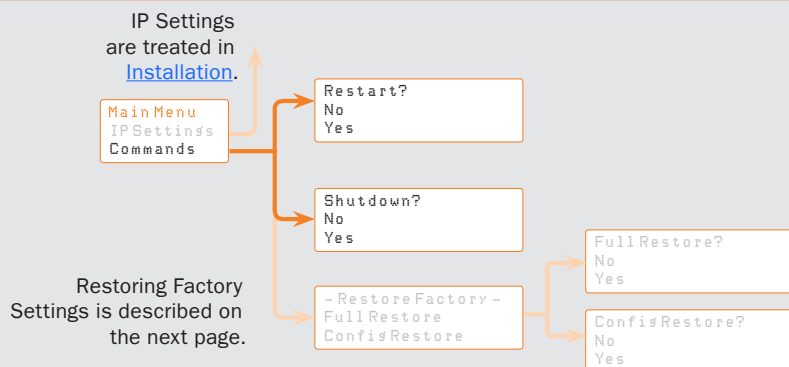
## About Restoring to Factory Settings

The administrator can restore the Content Server to factory settings partially or fully via the LCD panel.

A partial restore to factory settings – **Config Restore** - restores the factory configuration files and templates, but does NOT affect the content stored on the server.

A full restore to factory settings – **Full Restore** – removes content and deletes all media files in addition to restoring the factory configuration files and templates.

⚠️ Restoring to factory command in v.2.0 will restore the Content Server to v.2.0 defaults, but it will also remove any configurations specific to v.1.x, if the Content Server has been upgraded to v2.0 from v1.x!

## Restoring to Factory Settings

**1** Press **Enter** to display the `Main Menu` screen.

**2** From the `Main Menu` screen, use the **Up** or **Down** arrow to select `Commands`.

**3** Press **Enter** to confirm your selection.

**4** From the `Commands` menu, use the **Up** or **Down** arrow to select `Restore Factory` and press **Enter**.

**5** From the `Restore Factory` menu, use the **Up** or **Down** arrow to select `Full Restore` or `Config Restore` and press **Enter**.

## Config Restore

Deletes all user-created Recording Aliases, Call Configuration files and Recording Templates and restores them to v.2.0 defaults.

## Full Restore

Deletes all user-created Recording Aliases, Call Configuration files, Categories and Recording Templates and restores them to v.2.0 defaults.

- Deletes all conferences and media files
- Deletes all server logs
- If data location has been changed to an external storage location (NAS), a full restore will change the default storage location back to the Content Server.

## Command Menu Structure

IP Settings are described in [Installation](#).

Restart and Shutdown are described on the previous page.

```
Main Menu
IP Settings
Commands
```

```
Restart?
No
Yes
```

```
Shutdown?
No
Yes
```

```
- Restore Factory -
Full Restore
Config Restore
```

```
Full Restore?
No
Yes
```

```
Config Restore?
No
Yes
```
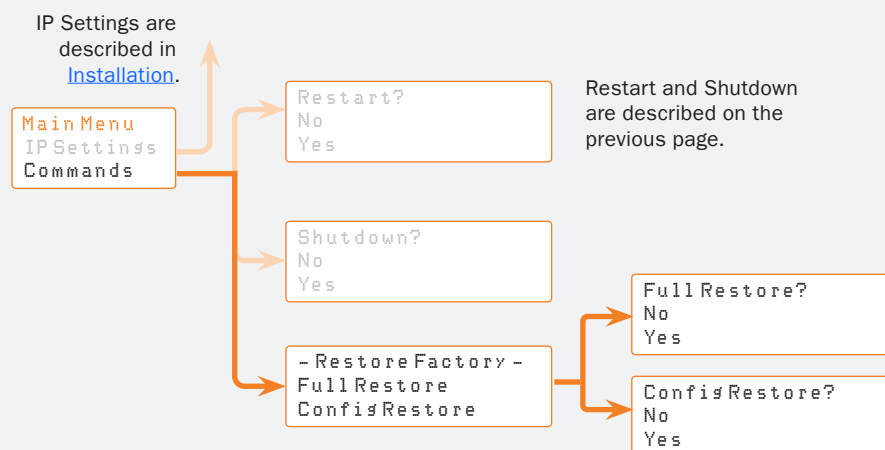
## Front Panel Keys

✓ Used to enter the edit mode and confirm selection or entry.

✗ Used to return to the previous menu screen or exit the edit mode without saving the latest entry.

▲
▼ Used to select items in the menu, move between values in a numerical address and modify numerical values.

For an example of this, turn to [IP Address Setting Configuration](#) in the Installation section.

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# TANDBERG
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# Server

We recommend that you check the TANDBERG web site regularly for updated versions of this manual:

http://www.tandberg.net/support/documentation.php

## Administrator Settings

Read the Administrator Settings section to familiarize yourself with the administrative menu functions important for the correct configuration and functioning of the Content Server. This section explains the Site Settings, User and Category management. It allows you to edit and create recording and call configuration templates which determine the output of your recordings. The Administrator Settings menu gives you access to view Server logs, view and add option keys, and view the storage location of your media. You can also access the Windows Server administration page and change your database account security passwords.

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# Viewing Administrator Settings

## About Administrator Settings

The administrator needs to review the Administrator Settings and configure the settings based on the requirements of the installation site.

Configuration settings can be made via the Administrator Settings menu.

Factory default username is **administrator** and factory default password is **TANDBERG**. It is strongly recommended that you change the administrative password at setup time and before the Server is used for production.

## Logging In to View the Adminstrator Options

**1** Use a web browser to log in to the Content Server interface via http or https://<ContentServerIPaddress>.

**2** Click on Login.
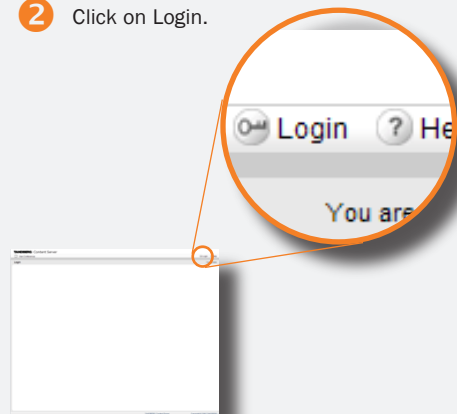
**3** Enter your administrator username and password.
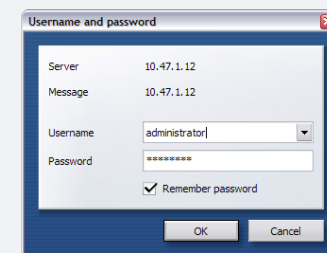
**4** Once successfully logged in, the screen will display your display name and username at the bottom left of the screen, with menu items now available according to your login privileges.
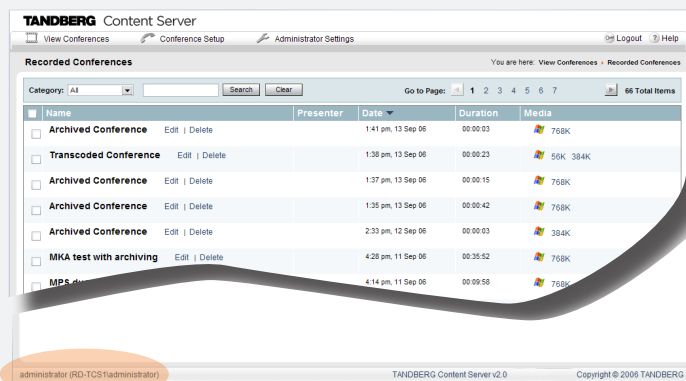
**5** Click on **Administrator Settings** to display the options available. These are described on the following pages.

Site Settings
User Management
Template Editor
Call Configuration Editor
Category Management
Server Logs
Alternate Storage
Cluster Settings
Software Upgrade
Account Security
Windows Server

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# Site Settings

## About Site Settings

Administrators need to review configuration information in the Site Settings menu to ensure that the system is configured properly for their installation site.

All changes made in the Site Settings page need to be confirmed by clicking the **Save** button at the top or bottom of the page. Clicking the **Reset** button restores the values on the screen to the last saved values. Use **Reset** if the field values on the screen have been changed but not yet saved.

**Site Settings contain:**

• Content Server Properties
• Advanced H.323 Settings
• Gatekeeper
• Site Codec Support
• Authentication
• API
• User Properties
• Default Recording Aliases.

These are described on the following pages.

Fields with an orange asterisk next to them require you to restart the service in order for them to become effective if they have been changed.

The ⊞ indicates that this topic is expandable in the usual way. Once expanded, the sign changes to ⊟ to show that the topic can be collapsed again.

If the Content Server is in a call, the Administrator is unable to edit the current Site Settings. The Site Settings page will contain the text:

Cannot edit Site Settings – Content Server is currently in a call.

## The Site Settings Page



## Restart Service

If there are no live calls on the TANDBERG Content Server, clicking the **Restart Service** button will result in the following message being displayed:

Are you sure you want to restart the Content Server Service?

If the TANDBERG Content Service is recording calls at the time, the Site Setting interface will indicate this and all Site Settings will be disabled except for the Restart Service button.

If you click on the Restart Service button while lines are in calls, the following message will be displayed:

Are you sure you want to restart the Content Server Service? Content Server is currently in a call.

**TANDBERG**

# Content Server Properties

**System Name**. System Name. Other systems can call the Content Server using the System Name, if the Content Server is registered to the gatekeeper. The Recording Alias specified in the Default System Alias will be used for the call. Other systems can also dial in using the Content Server's IP address (in this case, the Content Server does not need to be registered to the gatekeeper).

**E.164 Alias**. Other systems can call the Content Server using the E.164 Alias, if the Content Server is registered to the gatekeeper. The Recording Alias specified in the Default Recording Aliases will be used for the call.

**H.323 Address**. The default for the Content Server installation is *(local)*. It is recommended to leave the H.323 address in the Site Settings as *(local)*, unless instructed otherwise by TANDBERG support.

**H.323 Listen Port**. Standard videoconferencing port. Users only need to change this setting if the local videoconferencing port at customer site is set to a different port.

**Content Library Host Name**. The default for the Content Server installation is *(local)*. It is recommended to leave the Content Library Host Name in the Site Settings as *(local)*, unless instructed otherwise by TANDBERG support.



**TANDBERG** Content Server

View Conferences   Conference Setup   Administrator Settings   Logout   Help

**Site Settings**   You are here: **Administrator Settings** ▸ **Site Settings**

Save   Reset   Restart Service

★ *Changes to one or more of these fields requires you to restart the service.*

**Content Server Properties**

| | |
|---|---|
| System Name | rd-tcs1 |
| E.164 Alias | 5950 |
| H.323 Address ★ | (local) |
| H.323 Listen Port ★ | 1720 |
| Content Library Host Name ★ | (local) |

Fields with an orange asterisk next to them require you to restart the service in order for them to become effective if they have been changed.

**Restart Service**. Restart Service will terminate calls that are currently live (that is, the calls will be ended and conferences will not be available for on demand playback).

Before restarting the Service, check if there are live conferences in progress in the Live Conferences page or check the call status on the LCD panel of the unit. The Site Settings page will also display a warning if calls are in progress. If you click on the Restart Service button while calls are in progress, you will be asked to confirm if you want to go ahead with the Restart.

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# Advanced H.323 Settings

**Use Static Ports** is disabled by default. This means that the system will dynamically allocate which ports to use when opening a TCP/UDP connection.

Static ports can be enabled by selecting the checkbox and specifying the required range of ports.

**Port Range**. 3230 to 3250 is the standard firewall port range. It needs to be configured according to your local firewall settings.

**NAT**. Network Address Translation is used when the Server is connected to a router with NAT support. The default setting for NAT is OFF.

If NAT is ON, the system will signal the configured NAT address in place of its own IP address within Q.931 and H.245.

If NAT is set to AUTO, the system will try to determine whether the NAT address or the real IP address should be used for signaling. This is done to make it possible to make calls to endpoints on the LAN as well as WAN.

**NAT Address**. The NAT address must be the global, external address to a router with NAT support. In the router, the following ports must be routed to the system's IP address:

Port 1720
Port 2326–2365

The port range specified by the **Port Range** field

Please contact your TANDBERG representative or authorized reseller for more information.

**TANDBERG** Content Server

View Conferences    Conference Setup    Administrator Settings     Logout   Help

**Site Settings**     You are here: **Administrator Settings** ▸ **Site Settings**

Save   Reset       Restart Service

★ Changes to one or more of these fields requires you to restart the service.

⊞ **Content Server Properties**

⊟ **Advanced H.323 Settings**

| | |
|---|---|
| Use Static Ports ★ | ☐ |
| Port Range ★ | 3230 to 3250 |
| NAT ★ | ○ On ◉ Off ○ Auto |
| NAT Address | 0.0.0.0 |

⊞ Gate...

Fields with an orange asterisk next to them require you to restart the service in order for them to become effective if they have been changed.

**Restart Service**. Restart Service will terminate calls that are currently live (that is, the calls will be ended and conferences will not be available for on demand playback).

Before restarting the Service, check if there are live conferences in progress in the Live Conferences page or check the call status on the LCD panel of the unit. The Site Settings page will also display a warning if calls are in progress. If you click on the Restart Service button while calls are in progress, you will be asked to confirm if you want to go ahead with the Restart.

**TANDBERG**

# Gatekeeper

**Current Status**. Displays the status of Content Server registration with the gatekeeper. (Registered or not registered).

**Enabled**. Choose Enabled to attempt registration with the Gatekeeper.

**Gatekeeper Discovery**. Gatekeeper Discovery configuration can be set to MANUAL or AUTO.

**Manual** – The system will use a specific gatekeeper identified by Gatekeeper IP address.

**Auto** – The system will automatically try to register on any available gatekeeper. If a gatekeeper responds to the request sent from the codec within 30 seconds this specific gatekeeper will be used. This requires auto discovery on the gatekeeper as well. If no gatekeeper responds, the system will not use a gatekeeper for making H.323 calls and hence an IP address must be specified

**IP Address**. This gatekeeper IP-address will be used if you specify Gatekeeper Discovery: Manual.

**Port**. This port setting should not be changed unless the local network configuration specifies a different port.

**Registration**. Choose to register the Content Server as a Terminal or as a Gateway.

**H.323 Gateway Prefix**. Alias prefix if registered as a Gateway.

**E.164 Gateway Prefix**. Alias prefix if registered as a Gateway.

**TANDBERG** Content Server

View Conferences · Conference Setup · Administrator Settings · Logout · Help

Site Settings

You are here: Administrator Settings ▸ Site Settings

Save  Reset  Restart Service

★ Changes to one or more of these fields requires you to restart the service.

⊞ **Content Server Properties**

⊞ **Advanced H.323 Settings**

⊟ **Gatekeeper**

| | |
|---|---|
| Current Status | (Registered) |
| Enabled | ☑ |
| Gatekeeper Discovery | ○ Auto ● Manual |
| IP Address | 10.47.9.1 |
| Port ★ | 1719 |
| Registration | ● Terminal ○ Gateway |
| H.323 Gateway Prefix | transcode |
| E.164 Gateway Prefix | 011 |

⊞ **Site Codec Support**

Fields with an orange asterisk next to them require you to restart the service in order for them to become effective if they have been changed.

**Restart Service**. Restart Service will terminate calls that are currently live (that is, the calls will be ended and conferences will not be available for on demand playback).

Before restarting the Service, check if there are live conferences in progress in the Live Conferences page or check the call status on the LCD panel of the unit. The Site Settings page will also display a warning if calls are in progress. If you click on the **Restart Service** button while calls are in progress, you will be asked to confirm if you want to go ahead with the Restart.

# Site Codec Support

Default Site Codec Support Settings:

- **Windows Media** - enabled by default for live and on demand streaming
- **Real Media** - enabled by default for on demand streaming. An external streaming server is required for live streaming
- **QuickTime** – disabled by default. You should only enable QuickTime after manually installing the recommended version of QuickTime on the Content Server (see the section on QuickTime installation for more details). On demand streaming will then be available, but an external streaming server will be required for live streaming.

Administrators can disable or enable individual codecs to suit their installation requirements. Disabling codec support sitewide in this menu will affect template selections in Recording Aliases. For example, if the Real Media codec is disabled, users will not be able to select any templates for their Recording Alias which use only this codec for recording. If disabling Site Codecs, it is advisable that Recording Aliases are checked and templates changed accordingly.

If the Enable stream redirect option is selected, the standard Windows Media stream URL will be wrapped in an asx file and then passed as the new media path URL. This option is only recommended when using the Content Server in combination with a CDN solution that supports asx file rewriting.

**TANDBERG** Content Server

| View Conferences | Conference Setup | Administrator Settings | Logout | Help |

**Site Settings**

You are here: **Administrator Settings** ▸ **Site Settings**

Save   Reset                                                           Restart Service

★ Changes to one or more of these fields requires you to restart the service.

⊞ **Content Server Properties**

⊞ **Advanced H.323 Settings**

⊞ **Gatekeeper**

⊟ **Site Codec Support**

| | | |
|---|---|---|
| Windows Media | ☑ | Enable Stream Redirect ☐ |
| QuickTime | ☐ | |
| Real Media | ☑ | |

⊞ **Authentication**

⊞ **API**

⊞ **User Pro...**

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# Authentication (I)

**Authentication**. Choose the Authentication method for the Content Server.

**Choose Local**. If you select Local authentication, only users with valid local accounts who have been added through the User Management page will be able to log in. Local groups are not supported.

**Choose Domain**. If you select Domain authentication, the Content Server must be added to the domain, and details of the LDAP server used for authentication must be filled out in the fields below. Please see below for more notes on Domain authentication.

**Choose LDAP**. If you select LDAP authentication, details of the LDAP server used for authentication must be filled out in the fields below.

Please see below for more notes on LDAP authentication.

**Server Name**. Enter the DNS name or IP address of your LDAP server. Only Microsoft Active Directory Server is supported for 2.0 and 2.x versions of the Content Server.

**Server Port**. e.g. 389

---

**TANDBERG** Content Server

View Conferences   Conference Setup   Administrator Settings

### Site Settings

[ Save ]   [ Reset ]

★ *Changes to one or more of these fields requires you to restart the service.*

⊞ **Content Server Properties**

⊞ **Advanced H.323 Settings**

⊞ **Gatekeeper**

⊞ **Site Codec Support**

⊟ **Authentication**

| Authentication | ◉ Local ◯ Domain ◯ LDAP |
| Server Name | ldap.company.com |
| Server Port | 389 |
| Base DN | OU=users, DC=company, DC=com |
| User DN | CN=username, OU=users, DC=company, DC=com |
| Password | ········ |
| Confirm Password | ········ |

⊞ **API**

---

Both LDAP and Domain authentication methods require the details of a Microsoft Active Directory Server to be entered in the Authentication section. At this time, only Microsoft Active Directory Server is supported by the TANDBERG Content Server.

Clicking on the Save button will perform a check of the LDAP server settings as the Content Server attempts to bind to the LDAP server. Changes to Site Settings will not be saved if the LDAP settings entered are incorrect.

**Domain Authentication**

Domain authentication can only be used if the Content Server has been added to the domain. If you add the Content Server to an existing domain, you need to define a separate security policy for the server, otherwise the existing security policies may prevent the server from functioning correctly. Please contact your authorized TANDBERG reseller or partner for details of the recommended security policy settings.

Under Domain authentication, users with domain accounts and local users are able to log in. The local administrator account can be used to administer the server, or some domain users can be given administrative privileges.

**LDAP Authentication**

LDAP authentication does not require the Content Server to be added to a domain.

Before changing authentication from local to LDAP, the local administrator must add at least one LDAP user with administrative privileges to the Content Server. To do this, go to User Management > Add Users and enter at least one valid username in the Add Administrators section.

Under LDAP authentication local users cannot log in using the standard login method. However, the local administrator can log in by adding the following string: **&rescue=true** to the end of the Content Server URL of the browser:

Example:

**http://<ContentServerIPaddress>/tcs/ ?page=login&rescue=true**

Hit the **Enter** key on your keyboard and log in with the local administrator account in the resulting pop-up window.

While it is possible for the local administrator to login using this method, it is more convenient to give an LDAP user account administrative privileges.

# Authentication (II)

**Base DN**. This is the search base which the Content Server uses to search for user records. The Content Server will search the object specified by the Base DN and any objects beneath it.

The Base DN (Distinguished name) is a unique name for this container. It consists of OU, CN, and DN components.

**Base DN examples:** OU=employees,DC=company,DC=com OU=marketing,OU=employees,DC=company,DC=com

In the examples above, OU 'marketing' is contained within the OU 'employees', so OU=employees,DC=company,DC=com will identify all employees of the company including the Marketing department, and OU=marketing,OU=employees,DC=company,DC=com will identify users from the Marketing department only.

**TANDBERG** Content Server

View Conferences        Conference Setup        Administrator Settings

**Site Settings**

Save    Reset

★ Changes to one or more of these fields requires you to restart the service.

⊞ **Content Server Properties**

⊞ **Advanced H.323 Settings**

⊞ **Gatekeeper**

⊞ **Site Codec Support**

⊟ **Authentication**

| | |
|---|---|
| Authentication | ◉ Local ◯ Domain ◯ LDAP |
| Server Name | ldap.company.com |
| Server Port | 389 |
| Base DN | OU=users, DC=company, DC=com |
| User DN | CN=username, OU=users, DC=company, DC=com |
| Password | ●●●●●●●● |
| Confirm Password | ●●●●●●●● |

⊞ **API**

**User DN**. This is the LDAP identifier of the account in your domain which the Content Server will use to identify the user who is trying to log in. This account must have read membership privileges, that is, privileges to retrieve users' 'memberOf' attributes from Active Directory using LDAP. You can use an existing account or create a new special account with those privileges. This account does not need to be inside the search tree specified in Base DN.

The User DN (Distinguished name) is a unique name for this account. It consists of:

- CN (Common Name) of the special account
- OU (Organizational Unit)
- DC (Domain Object Class)

**User DN examples:** CN=user_account,OU=employees,DC=company,DC=com CN=user_account,OU=marketing,DC=company,DC=com

Please note that DNs can have many more than four parts.

**Password**. Enter the password for the account identified above.

**Confirm Password**. Enter the password again to verify that it was entered correctly.

# API

The API is enabled by default and must stay enabled in the following cases:

- If integration with TMS is required
- If the Content Server will be added to a Cluster. In this case the API password must be the same on all Content Servers being added to the cluster
- If the API is used for customized integration with other systems. Refer to the TANDBERG Content Server API Documentation for details of available API calls.

**TANDBERG** Content Server

| 🎞 View Conferences | 📞 Conference Setup | 🔧 Administrator Settings | 🔓 Logout | ❓ Help |

**Site Settings**

You are here: **Administrator Settings ▸ Site Settings**

| Save | Reset | | Restart Service |

★ Changes to one or more of these fields requires you to restart the service.

⊞ **Content Server Properties**

⊞ **Advanced H.323 Settings**

⊞ **Gatekeeper**

⊞ **Site Codec Support**

⊞ **Authentication**

⊟ **API**

| Enable API | ☑ |
| Username | Admin |
| Password | ******** |
| Confirm Password | ******** |

⊞ **User Properties**

The default API password at install is TANDBERG. It is strongly recommended that you change this password if you want the API to remain enabled. If you clear the password and the password field is empty, API clients will not receive an authentication challenge.

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# User Properties

Choose this option to allow guest access to the Content Server. When Guest Access is allowed, users do not have to authenticate to view conferences. Anyone can view all conferences that have Allow access to all users checkbox selected in Conference permissions.

**TANDBERG** Content Server

View Conferences    Conference Setup    Administrator Settings    Logout    Help

**Site Settings**    You are here: **Administrator Settings ▸ Site Settings**

Save    Reset    Restart Service

★ Changes to one or more of these fields requires you to restart the service.

⊞ **Content Server Properties**

⊞ **Advanced H.323 Settings**

⊞ **Gatekeeper**

⊞ **Site Codec Support**

⊞ **Authentication**

⊞ **API**

⊟ **User Properties**

Allow Guest Access    ☐

⊞ **Default Recording Aliases**

Save

**TANDBERG**

# Default Recording Aliases

## What Is a Recording Alias?

The Recording Alias determines:

- The call type – Transcoding or Archiving

- The call settings, based on the call configuration specified in the alias

- The outputs, based on the recording template specified in the alias

- Access to the live and recorded conference

- Conference password (optional)

- All Conference Metadata, such as Conference Name, Description, Speaker, Location, Copyright and Category specified in the Alias will be automatically applied to the conference and can be edited before the call is placed and also after the call has finished.

**Default System Alias**. If the System E.164 Alias, System Name or Content Server IP Address is called from an Endpoint, the Recording Alias specified here will be used for recording and/or streaming the call.

For more information on this – see Recording Aliases.

| ⊞ Advanced H.323 Settings |
| ⊞ Gatekeeper |
| ⊞ Site Codec Support |
| ⊞ Authentication |
| ⊞ API |
| ⊞ User Properties |
| ⊟ Default Recording Aliases |

Default System Alias  [ Windows Media Transcode ▾ ]

Windows Media Transcode
Line 1
TMS Transcoding conference
Line 5
Line 3
Line 4
Line 2
Windows Media Archive
TMS archiving line 1
TMS Archiving conference

[ Save ]  [ Reset ]                    [ Restart Service ]

# User Management

## About User Management

The User Management menu is used to add new users, change user privileges and delete users.

### GUEST ACCESS

The Content Server supports guest access to view conferences. If you want guest users to view conferences without having to log in to the Content Server:

- Select Allow Guest Access checkbox in Site Settings, and
- Select Allow access to all users checkbox in Conference permissions for all or some conferences.

With guest access, users only need to enter the Content Server IP address in their browser and they do not have to authenticate at all to view those conferences. In this case, you only need to add users who will have to authenticate (log in) to get special privileges, such as Administrators and Owners.

### AUTHENTICATED ACCESS

The Content Server also supports authenticated access to view conferences. If you want only authenticated users to view conferences, make sure that the Allow Guest Access checkbox is deselected in Site Settings . In this case, you have to add all users who need access to view, edit or administer content (through the Add Users page). If you select Allow access to all users checkbox in Conference permissions, those conferences will be available for viewing by all authenticated users.

### AUTHENTICATED AND GUEST ACCESS

It is also possible to have a mixture of guest and authenticated access for viewing conferences. If you want some conferences to be available to everybody, and other conferences restricted to authenticated users:

- Select Allow Guest Access checkbox in Site Settings, and
- Select Allow access to all users checkbox in Conference permissions for conferences you want guests to see
- Add users and/or groups who need to login to the Content Server (through the Add Users page) and then enter user- or group names in Conference permissions for conferences that only those authenticated users should be able to view.

Depending on the authentication method chosen in Site Settings, administrators can add local users (who have been created on the local computer) or users (or groups) authenticated via LDAP.

## The User Manager Page



There may be too many users to be displayed on a single page with the selected number of users displayed per page. Go to the other pages here.

By clicking on Username, Display Name, and User Role you may change the sorting order.

Set how many users to display per page. Select between 10, 20, 50, 100.

Select users to be deleted. Use the checkbox above the column to select all users.

Click here to add new users. Details on this can be found on the next page.

Click here to delete the users selected.

# Adding Users
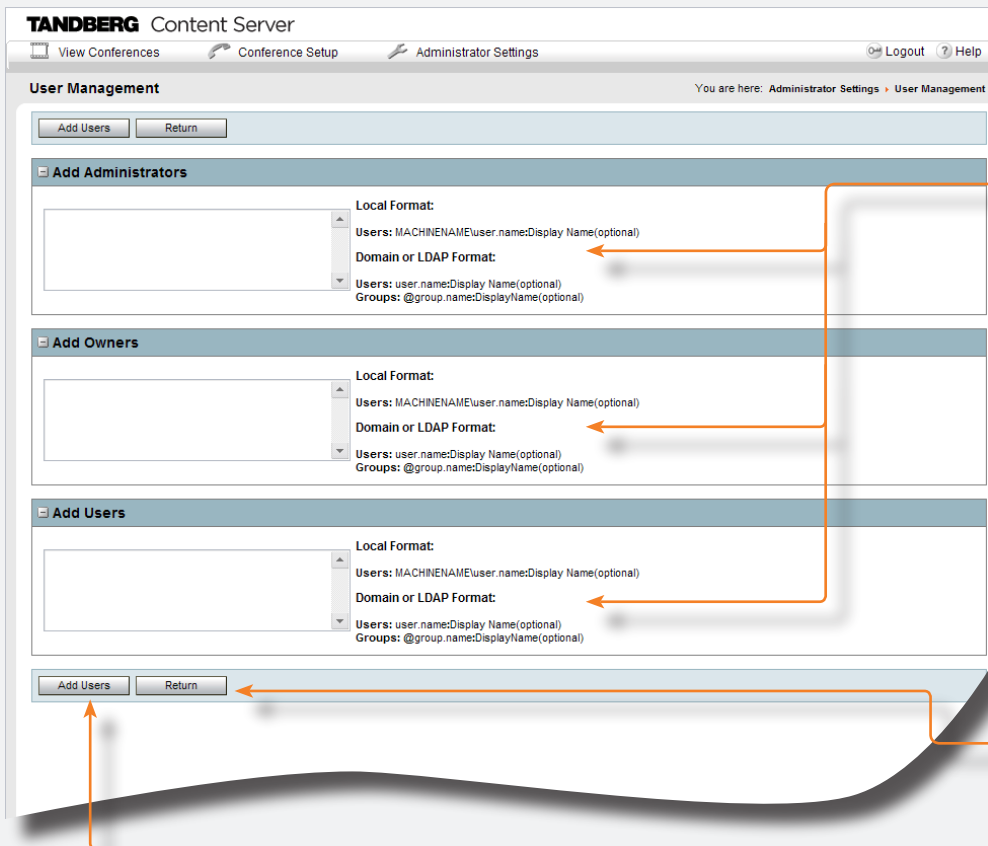
## About Adding Users

Use this page to add users to the system.

Users need to be added to the user database on the Content Server in order to log in. To add users enter one username per line, or usernames separated by a semicolon (see examples on the next page).

More on Adding Users can be found on the next page.

## The User Manager Page when Add Users Has Been Selected



To ensure users have the right privileges, enter usernames in the correct text field:

- Users entered in the **Add Administrators** text field will have Administrative privileges

- Users entered in the **Add Owners** text field will be able to make calls from the Content Server interface, edit Personal Recording Aliases that they own and edit conferences they have recorded with a Recording Alias which gives them Editor privileges

- Users entered in the **Add Users** text field will be able to view conferences they have access to (these users will only see the View Conferences menu).

Click here to return to the User Management Main Page undoing any changes made.

Click here to add users to the database after you have entered the new users.

Usernames are not checked when they are entered on this page – you need to ensure that user details are correct, otherwise users will not be able to log in!

**TANDBERG**

# More On Adding Users

## Adding Users Under Local Authentication

If Local authentication is selected in Site Settings, local users can log in to the Content Server.

Firstly, you need to ensure that local user accounts have been created on the Content Server. You can create local user accounts from the Windows Server administration site in the Administrator Settings menu.

These users then need to be added to the Content Server database by entering their usernames on the Add Users page. Please note that adding local groups is not supported.

**Local usernames must be entered in this format:**
MACHINENAME\user.name:Display Name(optional)

## Adding Users or Groups Under Domain or LDAP Authentication

When Domain or LDAP authentication is selected in Site Settings, LDAP/Active Directory users or groups can log in to the Content Server.

## Adding Users Manually

LDAP/Active Directory users need to be added manually through the Add Users page before they can log in if:

- Domain or LDAP authentication is selected in Site Settings, and

- Allow Guest Access is selected in Site Settings.

**LDAP/Active Directory users must be entered in this format:**
user.name:Display Name(optional)

## Adding Users Automatically

All users with valid accounts on the Domain or LDAP server will be added automatically upon login if:

- Domain or LDAP authentication is selected in Site Settings and

- Allow Guest Access is deselected in Site Settings.

Users added automatically will only have privileges to view conferences they are authorized to view (their User Role will be User). Administrators can give users special privileges by changing their role to Owner or Administrator).

## Adding Groups

Groups always need to be added manually through the Add Users page.

**LDAP/Active Directory groups must be entered in this format:** @group.name

Please note that although a group is added in this format, @group.name, both the group name and its base DN are displayed in the User Management page.

When adding a group, all members of that group will be automatically added to the Content Server on login with the privileges you assigned to the group, if Domain or LDAP authentication is selected in Site Settings, and regardless of whether or not Allow Guest Access is selected in Site Settings.

If you add a group with Owner privileges, as members of that group log in to the Content Server, their accounts will be automatically created. The User Role next to their username in the User Management page will appear to be User, but they will have Owner privileges inherited from their group membership.

If you want all members of the group to be Users or Owners, but some members of the group need administrative privileges, you can change the User Role for these members to Admin. The highest user role will be applied.

## Adding Users Correctly

Users need to be added to the user database on the Content Server in order to log in. To add users. enter one username per line, or usernames separated by a semicolon.

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## About Template Editing

The contents of a template determine how a videoconference is streamed/recorded by the TANDBERG Content Server.

Predefined system templates can not be deleted from the interface, but they can be duplicated and used as a basis for new templates.

User-defined templates can be modified and new templates can be created by duplicating an existing system template using the Template Editor and saving it with a new name.

Options to think about for using existing, or creating new templates to produce the output required:

- Is a transcoding or archiving template to be used?
- What codecs or combinations of codecs are needed? Windows Media, Real Media or Quicktime?
- Is the conference needed to be streamed live or on demand or both?
- What streaming rates are needed for the outputs: 56K, 256K, 384K, etc?
- Are the outputs video, audio or both?
- With or without still images?
- Does the presentation contain Dual Stream Video and slides?
- Is a Picture in Picture presentation layout needed?

According to what answers are given to the above options, a recording/streaming template can be chosen from one of the existing system templates, one of the system templates can be duplicated and used to create a new template, or a new template can be created.
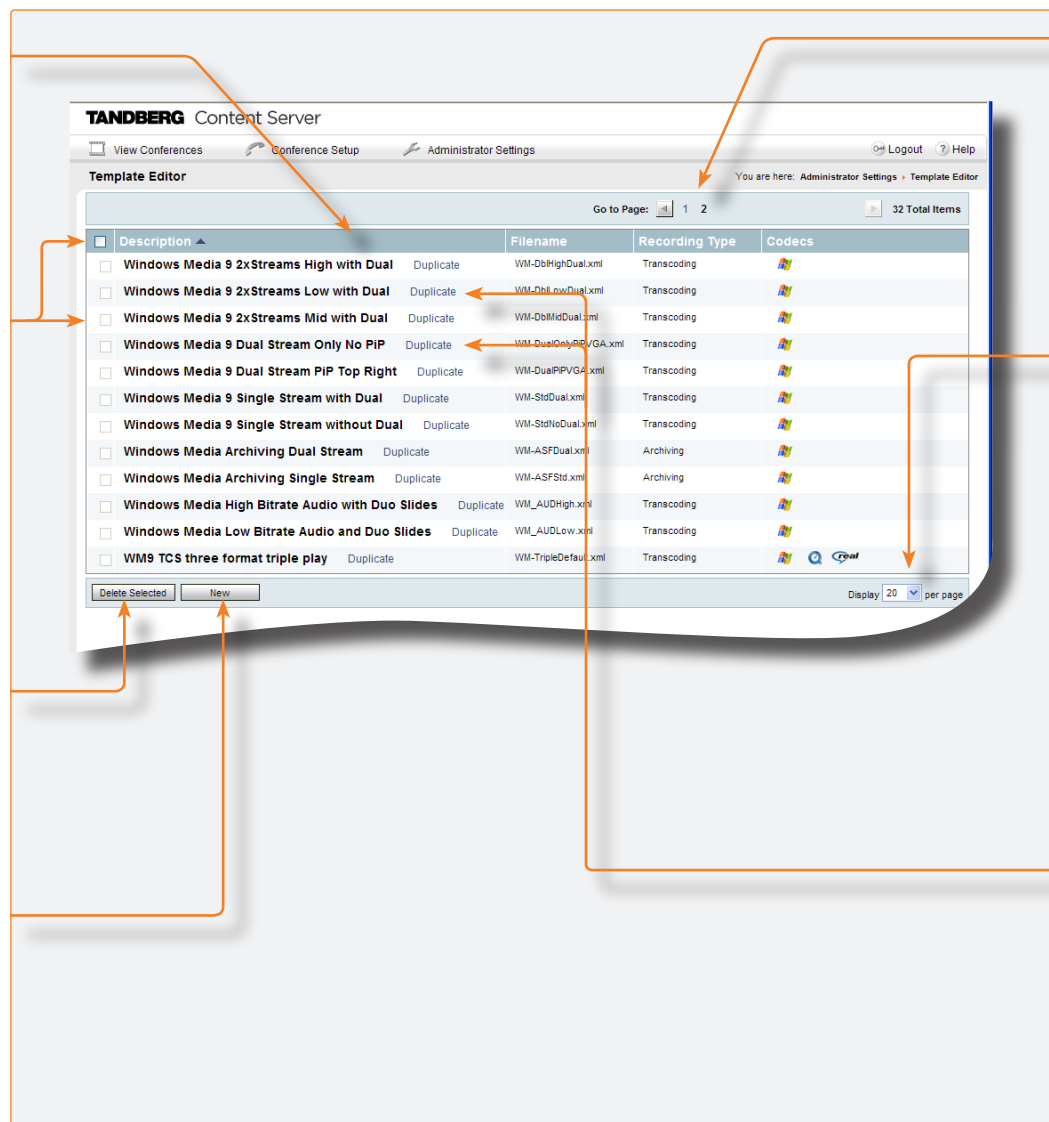
## The Template Editor Page

By clicking on Description, Filename, and Recording Type you may change the sorting order in the same way as with Windows Explorer.

Select templates to be deleted. Use the check-box above the column to select non-predefined templates. Predefined system templates cannot be deleted from the interface.

Click here to delete the templates selected.

Click on the New button to create a new template from scratch, or select from the list of pre-defined templates by clicking on the Duplicate link.

There may be too many templates to be displayed on a single page given the preset number of templates displayed per page. Go to the other pages here.

Set how many templates to display per page. Select between 10, 20, 50, 100.

Predefined templates must be duplicated to become editable. This is indicated by Duplicate next to them. New and duplicated templates display an Edit link next to them.

TANDBERG Content Server

View Conferences    Conference Setup    Administrator Settings    Logout    ? Help

Template Editor                                    You are here: Administrator Settings ▸ Template Editor

Go to Page: ◄ 1 2 ►    32 Total Items

| ☐ | Description ▲ | | Filename | Recording Type | Codecs |
|---|---|---|---|---|---|
| ☐ | Windows Media 9 2xStreams High with Dual | Duplicate | WM-DblHighDual.xml | Transcoding | |
| ☐ | Windows Media 9 2xStreams Low with Dual | Duplicate | WM-DblLowDual.xml | Transcoding | |
| ☐ | Windows Media 9 2xStreams Mid with Dual | Duplicate | WM-DblMidDual.xml | Transcoding | |
| ☐ | Windows Media 9 Dual Stream Only No PiP | Duplicate | WM-DualOnlyPIPVGA.xml | Transcoding | |
| ☐ | Windows Media 9 Dual Stream PiP Top Right | Duplicate | WM-DualPIPVGA.xml | Transcoding | |
| ☐ | Windows Media 9 Single Stream with Dual | Duplicate | WM-StdDual.xml | Transcoding | |
| ☐ | Windows Media 9 Single Stream without Dual | Duplicate | WM-StdNoDual.xml | Transcoding | |
| ☐ | Windows Media Archiving Dual Stream | Duplicate | WM-ASFDual.xml | Archiving | |
| ☐ | Windows Media Archiving Single Stream | Duplicate | WM-ASFStd.xml | Archiving | |
| ☐ | Windows Media High Bitrate Audio with Duo Slides | Duplicate | WM-AUDHigh.xml | Transcoding | |
| ☐ | Windows Media Low Bitrate Audio and Duo Slides | Duplicate | WM-AUDLow.xml | Transcoding | |
| ☐ | WM9 TCS three format triple play | Duplicate | WM-TripleDefault.xml | Transcoding | |

Delete Selected    New                                    Display 20 per page

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# Duplicating and Editing an Existing System Template

## About Duplicating and Editing

By clicking the **Duplicate** option for an existing system template, the screen will look similar to what is shown here.

A predefined system template cannot be changed, but it can be used as a base for creating another template.

Details on options available when editing a template can be found in the articles discussing in Creating a New Template.

## The Template Editing Page



Clicking on any of the **Writers** or **Outputs** (❶) on the left hand side of the screen will display the related information on the right hand side (❷) of the screen.

If changes are made to the template and you want to keep it, enter a new **Filename**, alter the **Description** to reflect the new template contents and then click the **Save** button.

Clicking the **Return** button will not save changes made since the last save but go back to view the list of templates.

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# Editing an Existing Non-system Template

## About Editing Existing Templates

By clicking the **Edit** option for an existing non-system template, the screen will look similar to what is shown here.

Details on options available when editing a template can be found in the articles discussing in [Creating a New Template.](#)

## The Template Editing Page



Clicking on any of the **Writers** or **Outputs** (❶) on the left hand side of the screen will display the related information on the right hand side (❷) of the screen.

If changes are made to the template, click the **Save** button to keep the changes.

To overwrite the existing template, edit the template and its **Description** and click **Save**.

If you want to create a copy of the template, you need to edit the **Filename** for the template, then click **Save**.

Clicking the **Return** button will not save changes made since the last save but go back to view the list of templates.

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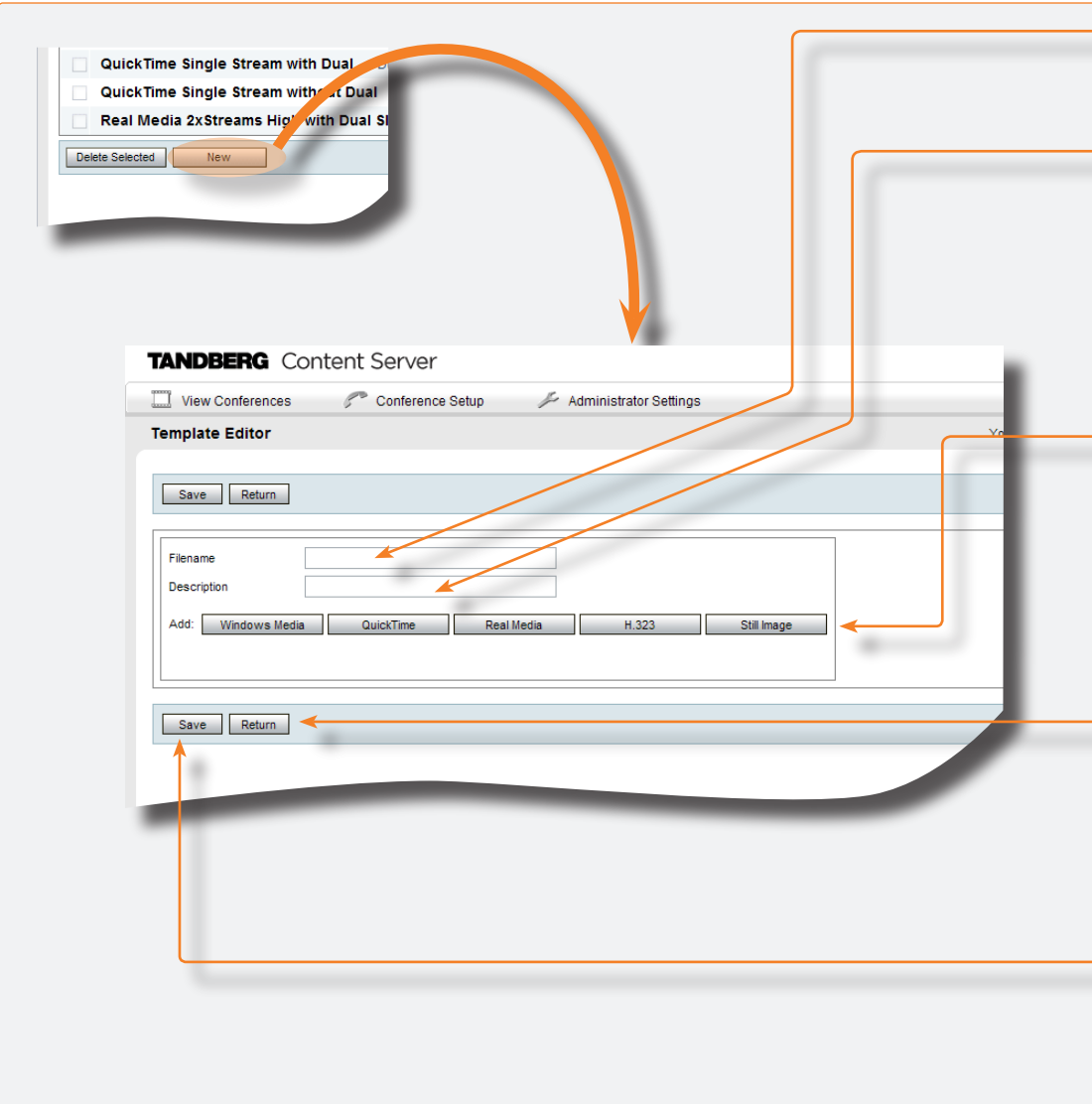# Creating a New Template

## About New Templates

## The Create New Template Page

When you click on the **New Template** button from the Template Editor screen (see also the previous pages for more on this) you will see a screen like the one shown here.

Details on how to create a new template are provided on the following pages.

☐ QuickTime Single Stream with Dual
☐ QuickTime Single Stream without Dual
☐ Real Media 2xStreams High with Dual S

Delete Selected    New

**TANDBERG** Content Server

View Conferences    Conference Setup    Administrator Settings

**Template Editor**

Save    Return

Filename
Description
Add:    Windows Media    QuickTime    Real Media    H.323    Still Image

Save    Return

💡 Templates are sorted in the interface by Description. If you want your most frequently used templates to be displayed at the top of the list, enter an underscore as the first character in your Description.

**Filename**. Enter the name of this template. (e.g. WMV9-Default.xml).

**Description**. Enter a meaningful description for this template.

**Template types.** If you would like to add outputs for transcoding calls, add Windows Media, QuickTime or Real Media.

If you would like to create a template for archiving calls, add H.323. If the H.323 writer is chosen, the other options become unavailable.

Still image can be chosen for both types of templates (see Still Image writer section for details).

Click the **Return** button to not save the changes but go back to view the list of templates.

If changes are made to the template, click the **Save** button to keep the changes.

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# Specifying Windows Media Writer Information

## About Writer Information

Up to three Writers are permitted for a Windows Media template.

This means that three video streams can be generated for this format.

For each of the three Writers you can specify **File**, **Network** and/or **Server Push** outputs. For details on this, see the following pages.
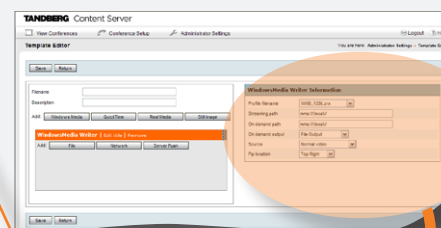
Transcoding templates ready for use with Windows Media Writer can be found on the next page.

## The Windows Media Writer Information Page

**On demand path**. By default, the on demand path in writer information has the following format: mms://(local)/

If this path is specified and the writer has a File Output, the conference will be recorded and will be available for viewing on demand.

If you leave this field blank, the conference will not be viewable on demand. However, it can still be recorded if the writer has a File Output specified.

**On demand output**. Choose **File output** if you want to stream recorded content on demand from the Content Server. You need to have added a File Output to the Writer.

Choose **Server Push Output** if you have configured an external streaming server to archive the live stream and wish to stream this archived content on demand from this external server.

**Source**. Choose **Normal video** for video or video with snapshots/slides. Choose **Extended (H.239)** video if you want a Dual Stream video from an H.239 presentation.

If you select **Picture in Picture** as your source, you will record your conference in the Picture in Picture format.

Normal video, **Extended (H.239)** video and Picture in Picture choices should have different typeface.



**WindowsMedia Writer Information**

| | |
|---|---|
| Profile filename | WM9_128k.prx |
| Streaming path | mms://(local)/ |
| On demand path | mms://(local)/ |
| On demand output | File Output |
| Source | Normal video |
| Pip location | Top Right |

**Profile filename**. Select the right profile for the required type of output. Profiles determine the type of codec used for recording, the streaming bitrate, video framerate and video resolution.

**Example**: WM9_384K(30fps).prx – this profile will encode to a Windows Media file using Windows Media codec 9, at 30 frames per second and a bitrate suitable for a 384K Internet connection.

**Streaming path**. By default, the streaming path in writer information has the following format: mms://(local)/

If this path is specified and the writer has a Serverpush or Network Output, the conference will be streamed live from the embedded Windows Media Streaming Server.

If you leave this field blank, or the writer has no Serverpush or Network outputs, the conference will not be streamed live.

**PIP location**. If you selected Picture in Picture as Source, you can select the location of the Picture in Picture from the drop down menu.

# Transcoding Templates

## About Transcoding Templates

The table shown here lists the default Windows Media Writer transcoding templates that come with the Content Server.

Windows Media files created with the system zune templates are only available for download to zune and will not stream from the Content Server either live or on-demand.

More information about support for Microsoft zune™ can be found in Appendix 8
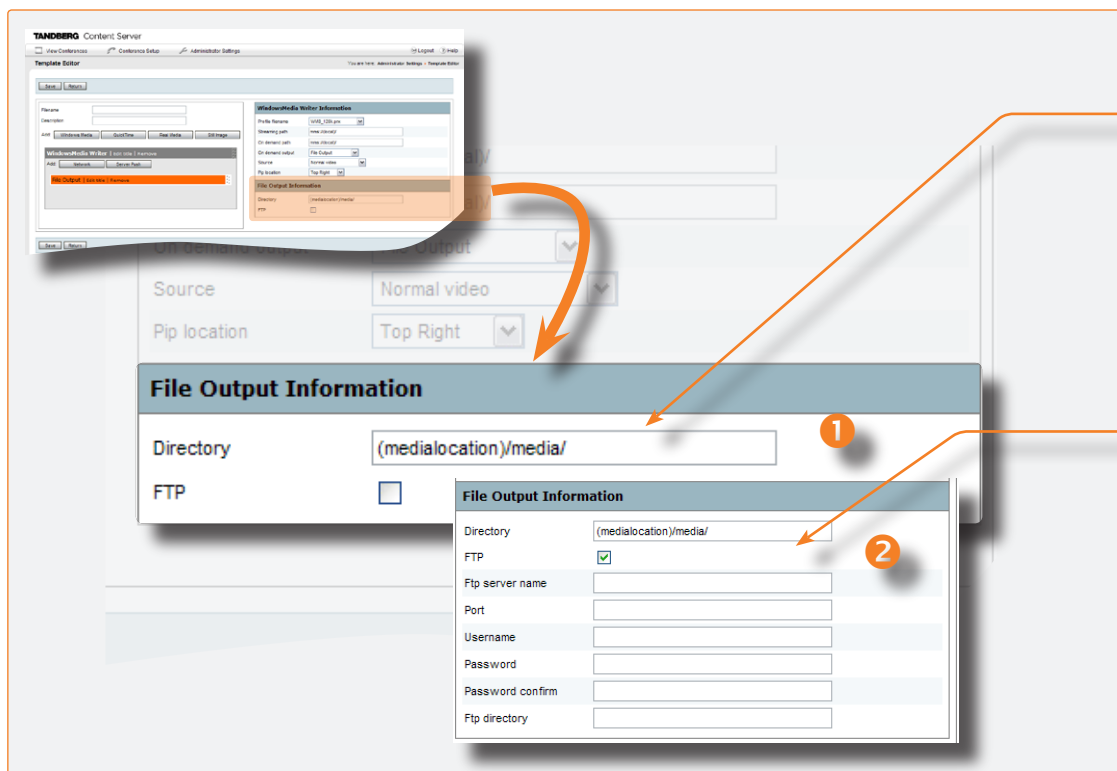
## The Transcoding Templates Available

| Description | Filename | Recorded Output |
|---|---|---|
| Windows Media 9 2xStreams High with Dual | WM-DblHighDual.xml | Two video streams from Main Source (at 256 and 512 K), one video stream from a Dual Stream Source and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| Windows Media 9 2xStreams Low with Dual | WM-DblLowDual.xml | Two video streams from Main Source (at 56 and 384 K), one video stream from a Dual Stream Source and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| Windows Media 9 2xStreams Mid with Dual | WM-DblMidDual.xml | Two video streams from Main Source (at 128 and 384 K), one video stream from a Dual Stream Source and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| Windows Media 9 Dual Stream Only No PiP | WM-DualOnlyPiPVGA.xml | Single video stream at 512 K from a Dual Stream Source (if Dual Stream Source available), displayed in a Picture in Picture layout |
| Windows Media 9 Dual Stream PiP Top Right | WM-DualPiPVGA.xml | Single video stream at 384 K from a Dual Stream Source (if Dual Stream Source available) with small inset video in top right from Main Source, displayed in a Picture in Picture layout |
| Windows Media 9 Single Stream with Dual | WM-StdDual.xml | One video stream at 384 K from Main Source and one video stream from a Dual Stream Source (if Dual Stream Source available) |
| Windows Media 9 Single Stream without Dual | WM-StdNoDual.xml | A single video stream at 384 K from Main Source |
| Windows Media High Bitrate Audio with Duo Slides | WM_AUDHigh.xml | An audio stream with screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| Windows Media Low Bitrate Audio and Duo Slides | WM_AUDLow.xml | An audio stream with screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| WM9 TCS three format triple play | WM-TripleDefault.xml | Two Windows Media video streams, two QuickTime and two Real Media video streams, with the low-bitrate stream at 56K and the high-bitrate stream at 384K. This template will ignore any codecs not selected in Site Settings > Site Codec Support, and will only record in the supported formats. So, if only Windows Media codec is selected in Site Codec Support, only Windows Media video streams will be recorded. |
| Zune Audio | ZuneAudio.xml | A Windows Media audio only file. |
| Zune Presentation | ZunePresentation.xml | A Windows Media video file from a Dual Stream Source (usually H.239). |
| Zune Presentation with PiP | ZunePresentationPiP.xml | A Windows Media video file from a Dual Stream Source (usually H.239) and a small inset picture from Main Source in the Picture in Picture format. |
| Zune Video | ZuneVideo.xml | A Windows Media video file from Main Source. |

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# Specifying File Output Information

## About File Output Information

File Output information specifies where the file will be saved for on demand viewing.

## Accessing these Settings

In the Windows Media Writer Information Page, click on **File** to produce the **File Output Information**.
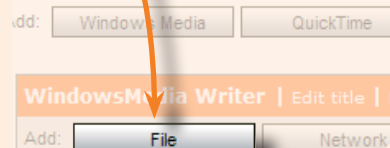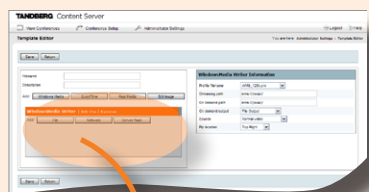
## The File Output Information Settings



**Directory**. For Windows Media, the default Directory for files is (medialocation)/media

**FTP**. Select the FTP option if you would like to upload files for on demand streaming to an external server. If this option is selected, you also need to specify the following settings: Ftp server name, Port, Username, Password, Password confirm, and Ftp directory.

Display is shown without (❶) and with (❷) FTP selected.

## Editing the Title

Click on the **Edit Title** link to change the name of the output. For example, you can change it from **File Output** to something more descriptive.

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# Specifying ServerPush Output Information

## About ServerPush Output Information

The ServerPush method, or pushing the live stream to the Windows Media streaming server is the default streaming option on the Content Server.
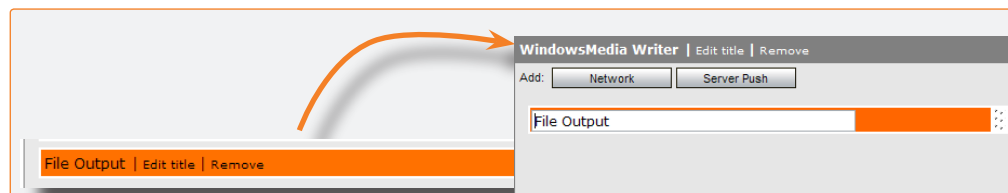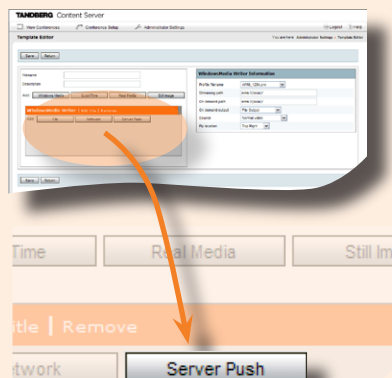
### Accessing these Settings

In the Windows Media Writer Information Page, click on **ServerPush** to produce the **ServerPush Information**.

## The ServerPush Output Information Settings

**Server name**. The default server name if you are using the TANDBERG Content Server Windows Media streaming server is (local).

For streaming off an external streaming server, enter the server name or IP address of your external Windows Media streaming server

**Port**. The default port if you are using the TANDBERG Content Server Windows Media streaming server is 8080. For streaming off an external streaming server, enter the port to be used with your external Windows Media streaming server.

**Username & Password**. For streaming off an external streaming server, enter the username & password to be used for authentication with your external Windows Media streaming server.

**Password confirm**. Type the password again to confirm.

**Publishing point copy**. If you have set up a publishing point on an external Windows Media streaming server, you can copy the parameters for your new publishing point
by specifying the Publishing point copy. If your publishing point on the Windows Media streaming server is called "my_publishing_point", enter my_publishing_point in the Publishing point copy field. You also need to fill in the name of your multicast template in this field for multicast content delivery.

You may change the title by following instructions described for File Output.

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# Specifying Network Output Information
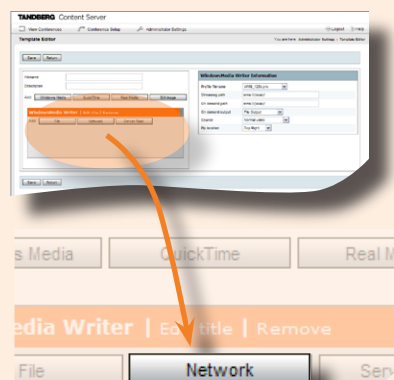
## About Network Output Information

Network is used to add the network sink or server pull functionality to the Content Server. It can only be used for Windows Media in situations where you want the external server to request the stream.

A network publishing point has to be created on the external Windows Media server to take advantage of this functionality.

Enter the Content Server name and port for Server Pull of the data.

## Accessing these Settings

In the Windows Media Writer Information Page, click on **Network** to produce the **Network Output Information**.

## The Network Output Information Settings



**Server name**. Enter the IP address of the Content Server or (local) will be interpreted as IP that the Content Server is using.

**Port**. Select a port that is NOT being used on the Content Server (see Appendix 5 for a list of ports used by the Content Server)

The streaming path will be mms:\\ <server name>\<publishing point>, where:

- server name is the external Windows Media server name
- publishing point is the publishing point you have created on the external Windows Media server.

You may change the title by following instructions described for File Output.

# Specifying QuickTime Writer Information

## About QuickTime Writer

QuickTime templates do not have a default live streaming path or ServerPush Output. Media is available for on demand viewing only (Recording in progress is displayed in the interface during the live call). If you would like your QuickTime content to be available live, you need to configure ServerPush Output and Streaming path for live streaming with the Darwin streaming server

Up to three writers are permitted for a QuickTime template (this means that three video streams are allowed to be generated for this format).

For each of the three Writers you can specify **File**, **Network** and/or **Server Push** outputs. For details on this, see the following pages.

## The QuickTime Writer Information Page



**Profile Filename**. Select the right profile for the required type of output. Profiles determine the type of codec used for recording, the streaming bitrate, video framerate and video resolution.

**Streaming path**. The QuickTime format does not allow for live streaming direct from the TANDBERG Content Server.

The path for live streaming off an external Darwin streaming server should be in this format:

rtsp://<servername>

**On demand path**. The on demand path in QuickTime writer information should be in this format:

- http://<servername>/tcs/data if the Content Server is used for streaming
- rtsp://<servername> if external Darwin streaming server is used

**Source**. Choose **Normal video** for video or video with snapshots/slides.

Choose **Extended (H.239) video** if you want a Dual Stream video from an H.239 presentation.

If you select **Picture in Picture** as your source, you will record your conference in the Picture in Picture format.

**Normal video**, **Extended (H.239) video**, and **Picture in Picture** choices should have different typeface.

**PIP location.** If you selected Picture in Picture as Source, you can select the location of the Picture in Picture from the drop down menu.

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# Transcoding Templates

## About Transcoding Templates

The table shown here lists the default QuickTime transcoding templates that comes with the Content Server.
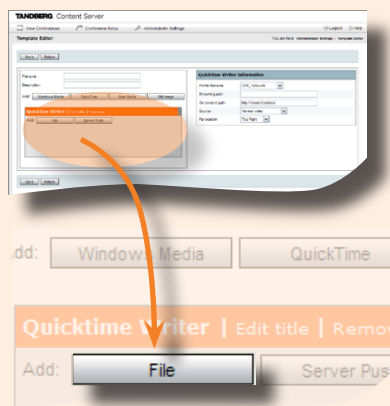
## The Transcoding Templates Available

| Description | Filename | Recorded Output |
|---|---|---|
| QuickTime 2xStreams High with Dual | QT-DblHighDual.xml | Two video streams from Main Source (at 256 and 512 K), one video stream from a Dual Stream Source and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| QuickTime 2xStreams Low with Dual | QT-DblLowDual.xml | Two video streams from Main Source (at 56 and 384 K), one video stream from a Dual Stream Source and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| QuickTime 2xStreams Mid with Dual | QT-DblMidDual.xml | Two video streams from Main Source (at 128 and 384 K), one video stream from a Dual Stream Source and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| QuickTime Dual Stream Only No PiP | QT-DualOnlyPiPVGA.xml | Single video stream at 512 K from a Dual Stream Source (if Dual Stream Source available), displayed in a Picture in Picture layout |
| QuickTime Dual Stream PiP Top Right | QT-DualPiPVGA.xml | Single video stream at 384 K from a Dual Stream Source (if Dual Stream Source available) with small inset video in top right from Main Source, displayed in a Picture in Picture layout |
| QuickTime Single Stream with Dual | QT-StdDual.xml | One video stream at 384 K from Main Source and one video stream from a Dual Stream Source (if Dual Stream Source available) |
| QuickTime Single Stream without Dual | QT-StdNoDual.xml | A single video stream at 384 K from Main Source |

# Specifying File Output Information
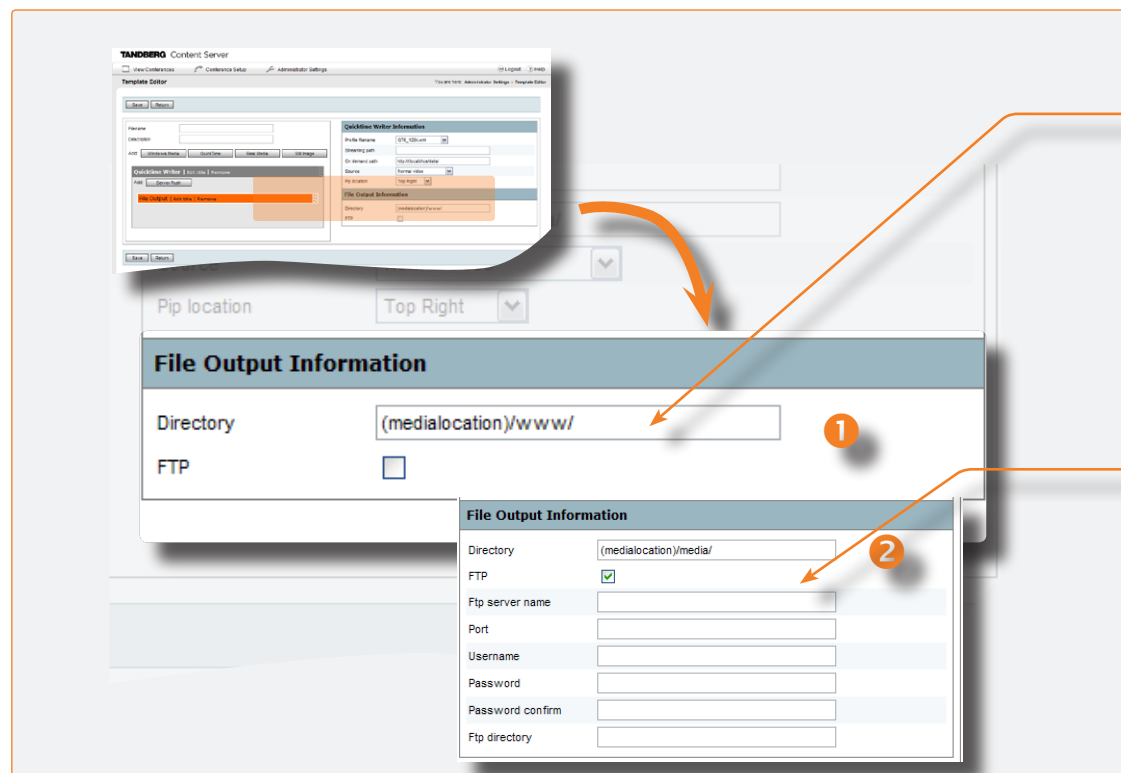
## About File Output Information

File Output information specifies where the file will be saved for on demand viewing.

## Accessing these Settings

In the QuickTime Writer Information Page, click on File to produce the File Output Information.



## The File Output Information Settings



**Directory**. (medialocation)/www/ is the default directory for QuickTime content if streamed on demand off the Content Server.

**FTP**. Select the FTP option if you would like to upload files for on demand streaming to an external server. If this option is selected, you also need to specify the following settings: Ftp server name, Port, Username, Password, Password confirm, and Ftp directory.

Display is shown without (❶) and with (❷) FTP selected.

## Editing the Title

Click on the **Edit Title** link to change the name of the output. For example, you can change it from **File Output** to something more descriptive.

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# Specifying ServerPush Information
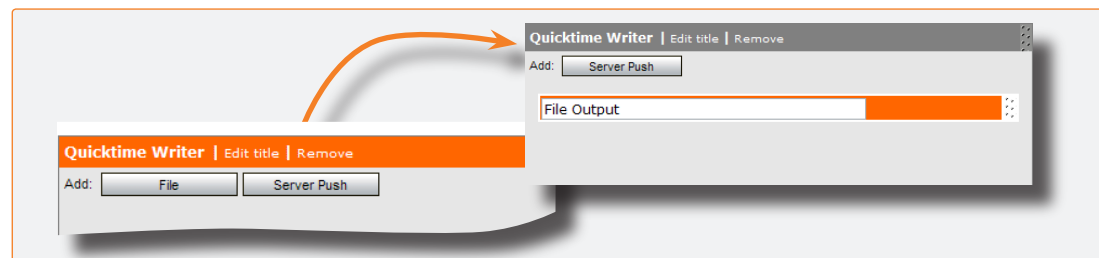
## About ServerPush Information

By default, QuickTime templates do not have ServerPush Output specified. The ServerPush method, or pushing the live stream to a streaming server can be configured by using an external streaming server, for example a Darwin Streaming Server.

## Accessing these Settings

In the QuickTime Writer Information Page,, click on **ServerPush** to produce the **ServerPush Information**.
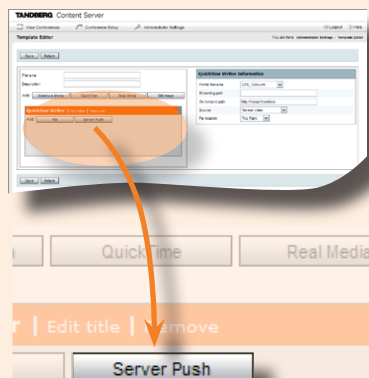
## The ServerPush Information Settings



**Server name**. IP address of external streaming server.

**Audio port**. Specify a port that is not already being used.

**Video port**. Specify a port that is not already being used.

**Username, Password & Password confirm**. For streaming off an external streaming server, enter the username & password to be used for authentication with your external streaming server.

The path for live and on demand streaming off an external Darwin streaming server should be in this format:

rtsp://<servername>

You may change the title by following instructions described for File Output.

# Specifying Real Writer Information

## About Real Writer

Real Media transcoding templates do not have a default live streaming path or ServerPush Output. Media are available for on demand viewing only (Recording in progress is displayed in the interface during the live call). If you would like your Real Media content to be available live, refer to Live and on demand streaming of Real Media content from an external streaming server for information on how to configure ServerPush Output and Streaming path for live streaming.

Up to three writers are permitted for a Real Media template (this means that three video streams are allowed to be generated for this format).

For each of the three Writers you can specify **File**, **Network** and/or **Server Push** outputs. For details on this, see the following pages.

The Real Media format does not allow for live streaming direct from the TANDBERG Content Server.

## The Real Writer Information Page



### Real Writer Information

| | |
|---|---|
| Profile filename | 128k Dual ISDN.rpad |
| Video width | |
| Video height | |
| Streaming path | |
| On demand path | http://(local)/tcs/data/ |
| On demand output | File Output |
| Source | Normal video |
| Pip location | Top Right |

**Profile Filename**. Select the right profile for the required type of output. Profiles determine the type of codec used for recording, the streaming bitrate, video framerate and video resolution.

**Video width** / **Video height**. Depending on the profile used for the writer, for new templates you need to specify the video height and width. As an example, for 384 or 512K profiles, Video width should be 320 and Video height should be 240, for 256K profiles the recommended Video width is 240 and Video height is 180. For 64 and 56K profiles the recommended Video width is 160 and Video height is 120.

**Streaming path**. Real Media transcoding templates do not have a default live streaming path but can be configured to be streamed live off an external streaming server.

**On demand path** / **On demand output**. The on demand path in Real Media writer information should be in this format:

http://(local)/tcs/data if the Content Server is used for streaming.

**Source**. Choose **Normal video** for video or video with snapshots/slides.

Choose **Extended (H.239) video** if you want a Dual Stream video from an H.239 presentation.

If you select **Picture in Picture** as your source, you will record your conference in the Picture in Picture format.

**Normal video**, **Extended (H.239) video** and **Picture in Picture** choices should have different typeface.

**PIP location.** If you selected Picture in Picture as Source, you can select the location of the Picture in Picture from the drop down menu.

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# Transcoding Templates

## About Transcoding Templates

The table shown here lists the default Real Writer transcoding templates that comes with the Content Server.

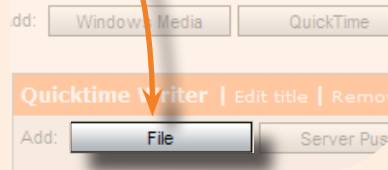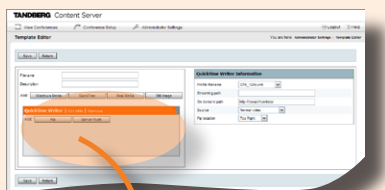## The Transcoding Templates Available

| Description | Filename | Recorded Output |
|---|---|---|
| Real Media 2xStreams High with Dual Slides | RM-DblHighDual.xml | Two video streams from Main Source (at 256 and 512 K) and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| Real Media 2xStreams Low with Dual Slides | RM-DblLowDual.xml | Two video streams from Main Source (at 56 and 256 K) and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| Real Media 2xStreams Mid with Dual Slides | RM-DblMidDual.xml | Two video streams from Main Source (at 128 and 384 K) and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| Real Media Dual Stream Only No PiP | RM-DualOnlyPiPVGA.xml | Single video stream at 512 K from a Dual Stream Source (if Dual Stream  Source available), displayed in a Picture in Picture layout |
| Real Media Dual Stream PiP Top Right | RM-DualPiPVGA.xml | Single video stream at 384 K from a Dual Stream Source (if Dual Stream Source available) with small inset video in top right from Main Source, displayed in a Picture in Picture layout |
| Real Media Single Stream with Dual Slides | RM-StdDual.xml | Single video stream at 256 K and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available) |
| Real Media Single Stream without Dual | RM-StdNoDual.xml | Single video stream at 384 K |

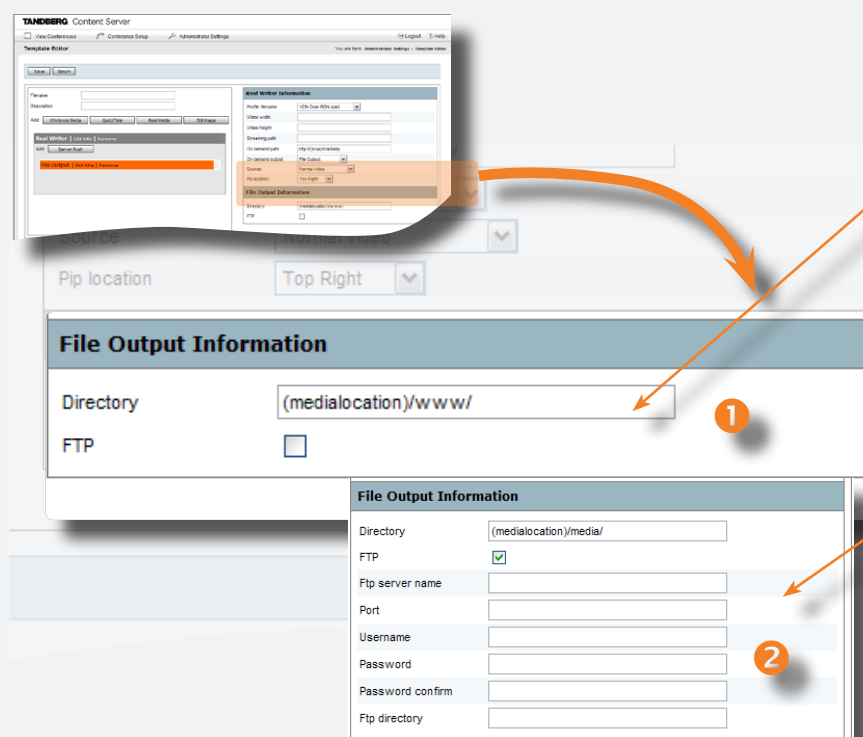# Specifying File Output Information

## About File Output Information

File Output information specifies where the file will be saved for on demand viewing.

## Accessing these Settings

In the Real Writer Information Page, click on **File** to produce the **File Output Information**.

## The File Output Information Settings

**File Output Information**

| | |
|---|---|
| Directory | (medialocation)/www/ |
| FTP | ☐ |

❶

**File Output Information**

| | |
|---|---|
| Directory | (medialocation)/media/ |
| FTP | ☑ |
| Ftp server name | |
| Port | |
| Username | |
| Password | |
| Password confirm | |
| Ftp directory | |

❷

**Directory**. (medialocation)/www/ is the default directory for Real content if streamed on demand off the Content Server Windows Media streaming server.

**FTP**. Select the FTP option if you would like to upload files for on demand streaming to an external server. If this option is selected, you also need to specify the following settings: Ftp server name, Port, Username, Password, Password confirm, and Ftp directory.
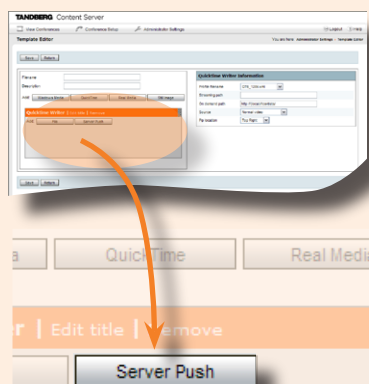
Display is shown without (❶) and with (❷) FTP selected.

# Specifying ServerPush Information

## About ServerPush Information

By default, Real Media templates do not have ServerPush Output specified. The ServerPush method, or pushing the live stream to a streaming server can be configured by using an external streaming server, for example a Helix Streaming Server.

## Accessing these Settings

In the Real Writer Information Page, click on **ServerPush** to produce the **ServerPush Output Information**.

## The File Output Information Settings



**Server type**. Select either Server 90 or Server G2

**Server name**. IP address of external streaming server

**Port**. Specify a port that is not already being used.

**Username, Password & Password confirm**. For streaming off an external streaming server, enter the username & password to be used for authentication with your external streaming server.

## Live and On demand Streaming of Real Media Content from an External Streaming Server

Transcoding and Archiving Real Media format content can be streamed live or on demand off external streaming servers (Helix or G2) .

**ServerPush Output Information should be configured in the following way:**

For streaming off a **Helix** server, the live streaming path should be rtsp://<servername>/encoder and the on demand path should be rtsp://<servername>/<archivefoldername>.

For on demand streaming, check **Archive Enabled** on the external server and set the On demand Output in the writer to ServerPush output.

For streaming off a **G2** server, the live streaming path should be rtsp://<servername>/broadcast foldername and the on demand path should be rtsp://<servername>/<archivefoldername>.

For on demand streaming, check **Archive Enabled** on the external server.

# Archiving Templates: Specifying H.323 Writer Information

## About H.323 Writer

The H.323 Writer allows the creation of outputs for Archiving calls, by wrapping

Videoconference codecs, H.263 and G.711, in either QuickTime or Windows Media formats.

The H.323 Writer does not require a profile, but you have to choose the file type – Windows Media or QuickTime.

## The H.323 Writer Information Page



**File type**. Select between Windows Media and QuickTime.

Please note that you should only select QuickTime if it has been installed on the Content Server (see QuickTime installation)

**Audio only**. Select this checkbox if you require an audio-only recording.

**Streaming path**. The default Streaming paths are the same in this type of template as for Transcoding Windows Media or QuickTime writers.

**On demand path**. The default On Demand paths are the same in this type of template as for Transcoding Windows Media templates. The Source can be either **Normal Video** or **Extended (H.239) Video**. Archiving H323 Writers do not support the Picture in Picture. format

**On demand output**. The default On Demand paths are the same in this type of template as for Transcoding Windows Media or QuickTime writers.

**Source**. Select between Normal Video and Extended (H.239) Video.

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# H.323 Writer – Windows Media File Type

## About H.323 System Templates

The H.323 Writer allows the creation of outputs for Archiving calls, by wrapping

Videoconference codecs, H.263 and G.711, in the Windows Media format (ASF).

The H.323 Writer does not require a profile, but you have to choose the file type – Windows Media.

Two predefined system templates are available for this file type.

Please note that playback of Windows Media ASF format content requires the TANDBERG Codec Pack to be installed on client machines. For details, refer to Playback of archive (ASF format) content in Appendix 2 and Installing the Codec Pack.

## The H.323 System Templates Available

| Description | Filename | Recorded output |
|---|---|---|
| Windows Media Archiving Dual Stream | WM-ASFDual.xml | One video stream from Main Source and an extended video stream from Dual Stream Source (if available) recorded at the bitrate at which the video call was made |
| Windows Media Archiving Single Stream | WM-ASFStd.xml | Single video stream recorded at the bitrate at which the video call was made |

## H.323 Writer Using Windows Media File Type

**Windows Media File.** Up to two file outputs (two video streams) are supported for this format in a H.323 writer. The screenshot shows two writers and the H323 Writer Main Stream Information for the Windows Media Archiving Dual Stream template.

For details on specifying File, Network and Server Push outputs, see the Specifying Windows Media Writer Information section.

# H.323 Writer – QuickTime File Type

## About H.323 System Templates

The H.323 Writer allows the creation of outputs for Archiving calls, by wrapping

Videoconference codecs, H.263 and G.711, in the QuickTime format (MOV).

The H.323 Writer does not require a profile, but you have to choose the file type – QuickTime .

Two predefined system templates are available for this file type.

## The H.323 System Templates Available

| Description | Filename | Recorded output |
|---|---|---|
| QuickTime Archiving Dual Stream | QT-MOVDual.xml | Single video stream from Main Source and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available) recorded at the bitrate at which the video call was made |
| QuickTime Archiving Single Stream | QT-MOVStd.xml | Single video stream recorded at the bitrate at which the video call was made |

## H.323 Writer Using QuickTime



**QuickTime**. Only one video file output is supported for this format in a H.323 writer.

The screenshot shows a H.323 video stream writer and a still image writer for the QuickTime Archiving Dual Stream template.

QuickTime archiving templates do not have a default live streaming path or ServerPush Output. Media are available for on demand viewing only (Recording in progress is displayed in the interface during the live call), unless you configure the template for live streaming with an external streaming server.

For details on specifying File, Network and Server Push outputs, see the Specifying QuickTime Writer Information section.

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# Specifying Still Image Writer Information

## About Still Image

Use this writer if you want to extract still images from the main video or extended video (H.239) stream for low-bandwidth streaming.

As the Still Image Writer does not require much configuration, the File Output information is included on this page.

Still images of Normal video or Extended H.239 video streams are extracted at a specified frequency. The recommended frequency is every 60 seconds.

⚠️ One Still Image writer only is supported per template.

## The Still Image Writer Page



**StillImage Writer Information**

Source: Extended (H.239) video

**File Output Information**

Seconds between frames: 60

**Source**. Select Normal Video or Extended H.239 video.

**Seconds between frames**. The minimum setting is 30 seconds and the recommended setting is 60 seconds.

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# Advanced Template Creation Tips

## Template Creation Tips

**PIP**. The Picture in Picture layout is only available for Transcoding calls. Where PIP is not specified, the Picture out of Picture layout will be used.

For a Picture in Picture layout choose the following in the Writer Information:

- Profile filename – For Windows Media content, choose from profiles which have SVGA, VGA or XGA, and PIP, eg. WM9_SVGA_PiP.prx, WM9_VGA_PiP.prx or WM9_XGA_PiP.prx. For QuickTime content, choose QT6_VGA_PIP. For Real Media content you can choose any profile.
- Source = Picture in Picture
- To specify PIP location, select the required location from the dropdown menu. If you select **None**, only the Dual Video presentation will be displayed H.239 or Dual Stream.
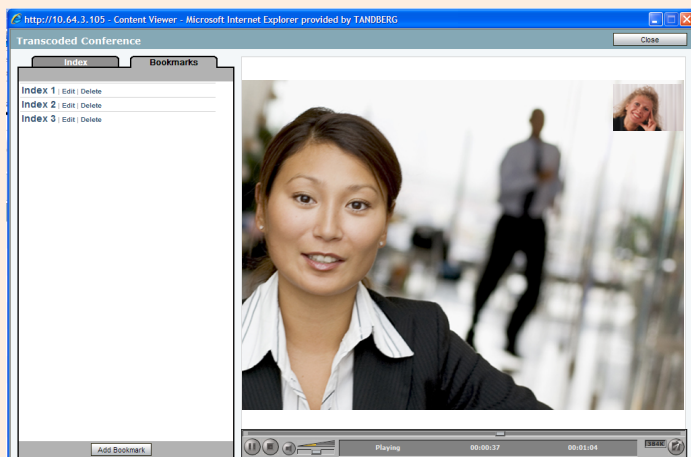
To create a main video and a Dual Stream video in a Picture out of Picture layout, you need to specify two writers with the following Writer Information:

- Main video: writer with source set to Normal video
- Dual Stream video: writer with source set to Extended (H.239) video and profile with SVGA, VGA or XGA in the profile name (but not PIP)
- If still images are required from the extended video stream, add a Still image writer.

For an example of how the H.239 stream will appear in the Picture out of Picture layout, see .

### Zune Template

To create a new zune template, select Windows Media from the Template Editor:

- Profile: select ZuneVideo.prx or ZuneAudio.prx
- Streaming path – do not specify a streaming path
- On demand path – http://(local)/tcs/download/
- Directory in File Output – (medialocation)/www/download/.

# Using Templates for Multicast Delivery

## About Multicast Delivery

## Multicast Setup for Windows Media Streaming Server

To start delivering your content as a multicast stream with Content Server version 2, you need to ensure that:

- Your network is multicast-enabled
- The Multicast Publishing point is correctly set up on your Windows Media Streaming Server (you only need to do this setup once)
- The recording template that you want to use for multicast content delivery is configured correctly.

**1** Remote Desktop into your Content Server and choose **Manage Your Server** from the **Start** Menu.

**2** Click on **Manage this streaming media server**.

**3** Expand the list next to the name of your streaming media server, then expand the list of **Publishing Points**.

**4** Right-click on the existing **TCSmulticastTemplate** and Select **Remove** from the drop-down menu.
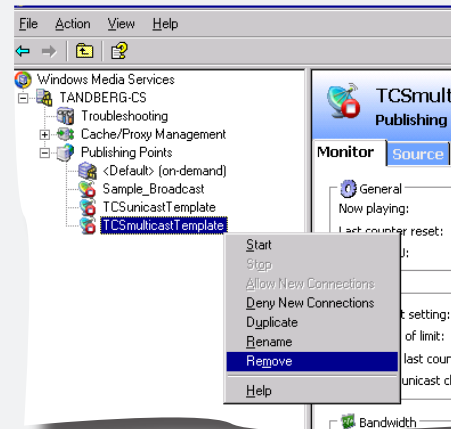


**5** Now right click on "Publishing Points" and choose **Add Publishing Point (Advanced)**.
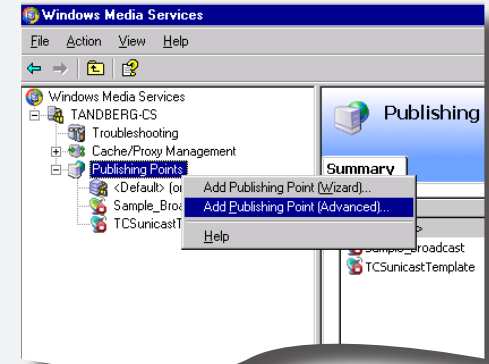


**6** Edit the Add Publishing Point pop-up as follows:
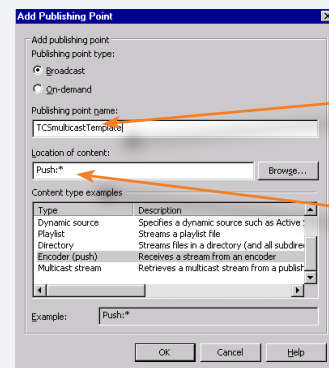


Type `TCSmulticastTemplate` here

Type `Push:*` here

and click **OK**.

**7** Select the **TCSmulticastTemplate Publishing Point** you have just created and click on the **Properties** tab.
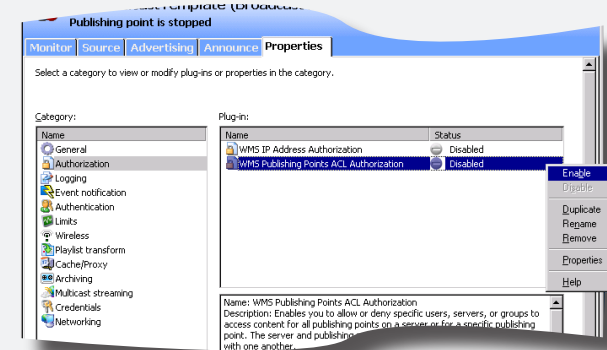


Select Category **Authorization** and set **WMS Publishing Points ACL Authorization** to **Enabled**.

*Cont...*

PLEASE NOTE THAT MULTICAST SETUP FOR WINDOWS MEDIA SERVER ONLY NEEDS TO BE DONE ONCE, BEFORE FIRST USING MULTICAST. ONCE ALL SETTINGS ARE APPLIED, YOU CAN USE MULTICAST BY SIMPLY EDITING YOUR RECORDING TEMPLATE.

## Multicast Setup for Windows Media Streaming Server *Cont...*

**8** Select Category **Multicast streaming** and set **WMS Multicast Data Writer** to **Enabled**.
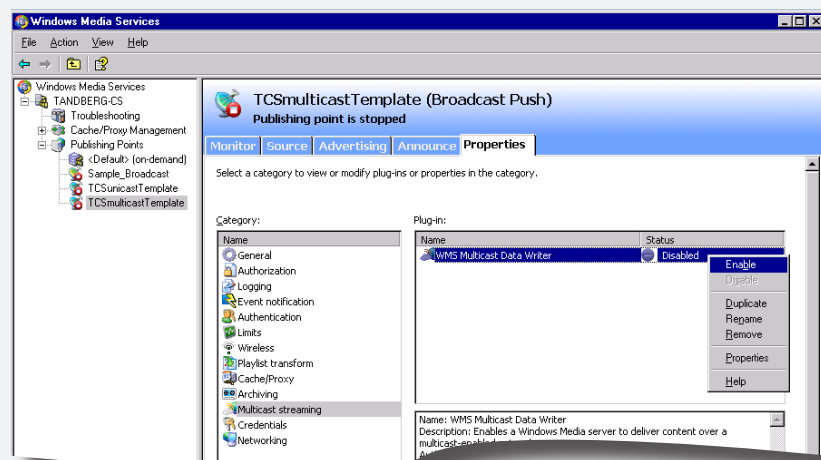


**9** Right-click on **WMS Multicast Data Writer** and select **Properties** from the drop-down menu.

Verify that the IP address under **Destination multicast IP address and port** is correct and modify it if necessary.
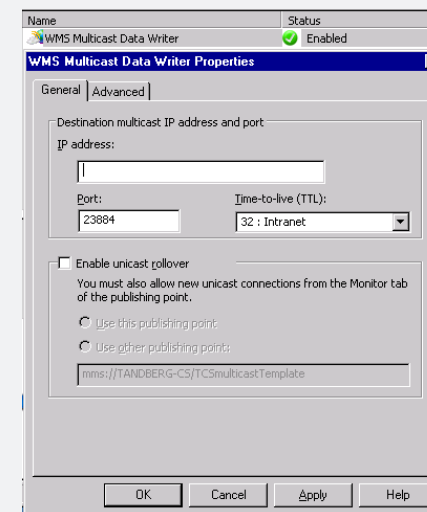


**10** Select Category **General** and set **Start publishing point when first client connects** to **Disabled**.
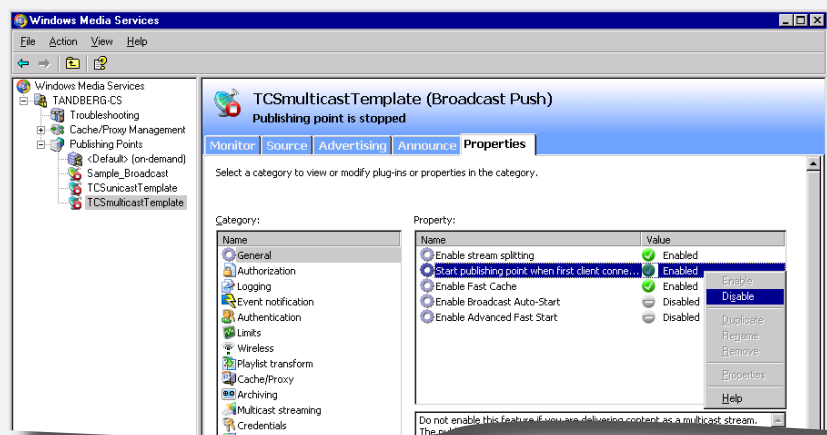


**11** Select Category **Networking**, double click on **Enable buffering**. From the pop-up window select **Disable buffering** and click OK.
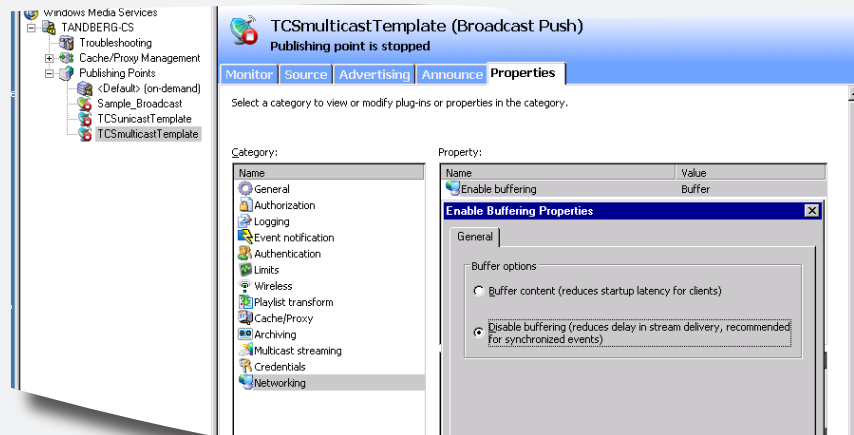
TANDBERG

# Using Templates for Multicast Delivery

## About Multicast Delivery Templates

A multicast delivery template can be created from scratch or you may edit an already existing template template. This is very similar to how Windows Media Writer templates are made.

Only the settings differing from a "standard" Windows Media Writer template are listed here. The rest of the applicable settings are explained in the articles on Windows Media Writer templates.

## Multicast Template Setup for Windows Media Streaming Server
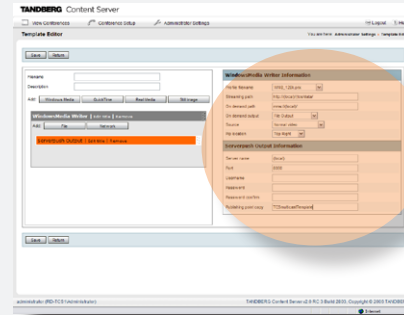


Modify the **Streaming Path** from
`mms://(local)/`
to
`http://(local)/tcs/data/`
(the trailing slash is required).

Add or edit **Serverpush Output** for the Windows Media Writer and type `TCSmulticastTemplate` in the **Publishing Point Copy** text field.

Remember to save your template!

# Call Configuration Editor

## About Call Configuration

The Call Configuration Editor enables the Administrator to set up different configurations for calls that can be attached to Recording Aliases.

## The Call Configuration Editor Page
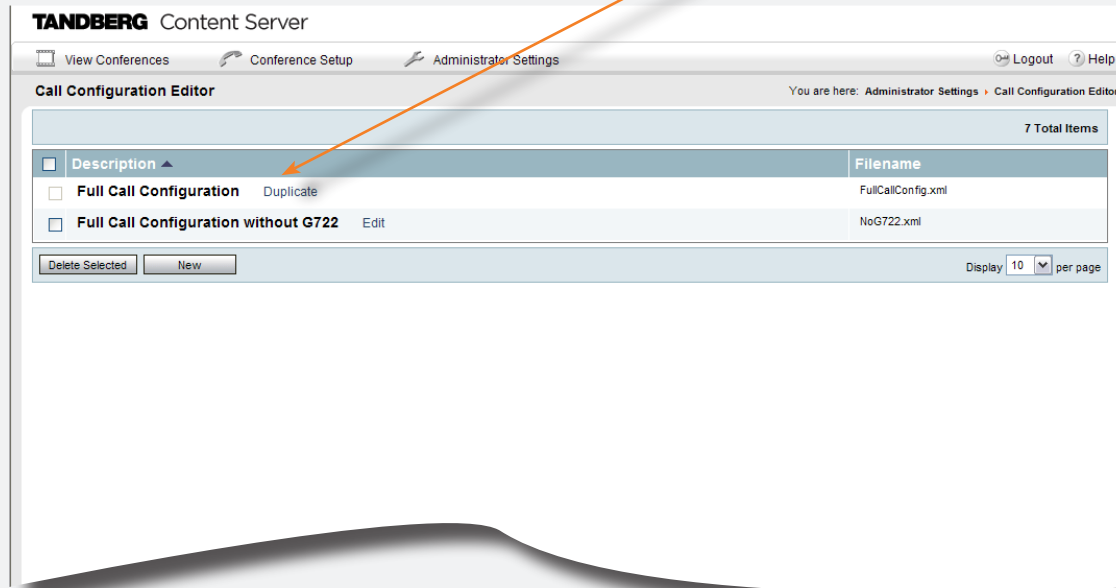


The Full Call Configuration is the system configuration and cannot be deleted. It has all options available and is used as the default for the Windows Media Archive and the Windows Media Transcode Recording Aliases in the initial installation.

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# Editing, Duplicating or Creating a New Call Configuration

## About Editing

This is very similar to the template editing described in the articles on Template Editor.

System templates cannot be altered – instead they have to be duplicated and saved under a new name to allow changes to be made.

Non-system templates, however, may be edited – these have the Edit link appended to them in the listing.

The Call Configuration Editor Page is shown here as it looks when New has been selected (see previous page for more on this).

## The Call Configuration Editor Page



**Filename**. The Filename uniquely identifies each call configuration file.

**Description**. Use the Description field to provide a short description of your call configuration file

**H.239 Capabilities Enabled**. H.239 Capabilities are enabled by default. If H.239 Dual Video output is not required, this capability can be disabled.

**Supported Resolutions**. Administrators can select the resolutions for acceptable H.239 video input. For optimal performance, it is recommended that the maximum resolution be set to 800x600 or 640x480.

**Call Options**. The supported call speeds and maximum time in call can be set for call configuration.

**Supported call speeds (kbps)**. The administrator can select the supported call speeds for calls from a range of options from 128 to 2048 Kbps. This determines the range of available conference bandwidths when a user dials out from the TANDBERG Content Server.

**Maximum time in call (mins)**. This feature will automatically end both incoming and outgoing calls when the call time exceeds the length of time specified in minutes. The default setting in the Full Call Configuration template is 0, which means that the call will never be automatically ended. The default value for new call configurations is 600.

**Advertised Codecs**. The TANDBERG Content Server supports advertising of video and audio codecs as part of the capability set negotiation.

**Advertise video codecs**. The administrator can enable advertising of video codecs for each call configuration by selecting the checkbox. Supported advertised codecs.

**Advertise audio codecs**. The administrator can enable advertising of audio codecs for each call configuration by selecting the checkbox. Supported advertised codecs include G.711, G.722 and G.722.1.

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# Category Management

## About Category Management

## The Category Management Page

A conference can be assigned a Category to make searching for conferences quicker for the user.

There are six categories that come with the Content Server installation and a maximum of fifteen categories is supported.

Administrators can edit existing category names, delete categories that are not needed and add new categories to the Content Server.

**TANDBERG** Content Server

View Conferences    Conference Setup    Administrator Settings      Logout   Help

**Category Management**     You are here: **Administrator Settings ▸ Category Management**

**Edit Categories**

| | | |
|---|---|---|
| Announcements | Edit | Delete |
| Education | Edit | Delete |
| General | Edit | Delete |
| Meetings | Edit | Delete |
| News | Edit | Delete |
| Test | Edit | Delete |
| Training | Edit | Delete |

**Add Categories**

Enter a category in the box below:

[ ]   Add Category

# Server Logs

## About Server Logs

The server logs from the Content Engine and Content Library are available from this menu item.

- The Content Engine logs will be displayed by default.

- To view a log, click on name of the log file and it will open in the current or a new window.

- The Administrator can navigate through the log files and delete old log files from the interface.

- The current log for the TANDBERG Content Server is displayed first and cannot be deleted.

- A new log will be created every time the Content Server Service restarts. A new log will also start if the current log exceeds 10 MB.

## The Server Logs Page



## The Content Library Logs Page



Select the Content Library logs from the Drop Down menu item.

The phperror logs are displayed and viewed from here. The logs can be rolled over if they are becoming unmanageable. Old logs can also be deleted.

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# Alternate Storage

## About Alternate Storage

## The Alternate Storage Page

Use this option to view where the media files are recorded. The default location is drive E: on your TANDBERG Content Server.

You may change this location to store files on a NAS (Network Attached Storage) by using the TCS NAS Wizard.

The TANDBERG Content Server version 2.0 supports moving the media default location to Network Attached Storage IBM X Series hardware.

Your NAS must be configured correctly for the process of moving media to the new storage location to be successful. The Content Server must be added to same domain as the NAS (see the article on Authentication for details on adding the Content Server to a domain).

Choose or create an account in the domain under which IIS will run. This domain account needs to have both administrative rights on the Content Server and permissions over the NAS share.

**TANDBERG** Content Server

View Conferences     Conference Setup     Administrator Settings     Logout     Help

**Alternate Storage**

You are here: **Administrator Settings ▸ Alternate Storage**

**Location**

Media Storage Location     E:/

To change the current media storage location, log in to the TANDBERG Content Server via remote desktop and run the TCS NAS Wizard.

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# NAS Configuration

## NAS Configuration

**1**
- Make sure that your Content Server is on the same as the NAS
- Remote desktop into your NAS
- Set up a share with a folder inside it.

**2** Set Permissions and Security settings on the share to allow the Content Server Full Control over the share:
- Click on **Properties** > **Permissions**
- Click **Add**
- Click **Object Types**.
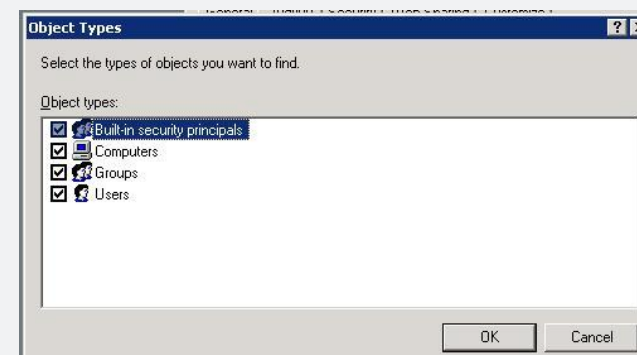


**3** Select the Checkbox for Type – **Computers**.
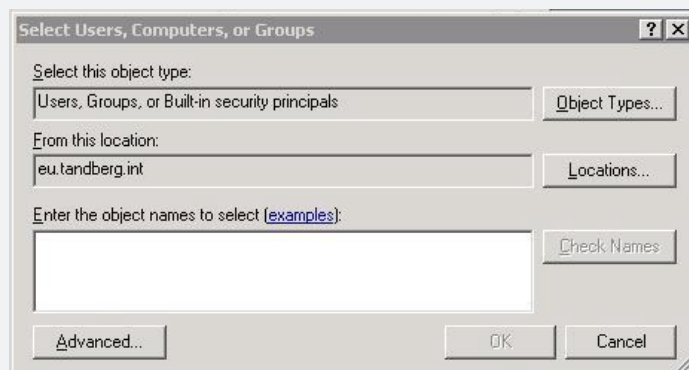


Enter <Content Server Server Name> (as registered in the domain). If you have not set a new server name through the Windows Administration site, the default Content Server name is TANDBERG-CS.

**4** Click on **Check Names** and click **OK**.

Give **User <Content Server Server Name>** Full Control over the share.

**5** Click on **Properties** > **Security**.

Repeat the steps above to give the Content Server full control of the folder in the Security Settings tab.

Set permissions and security settings on the share to allow the domain account performing the move full control over the share. Repeat steps as above, but without checking Computers as the Object Type.

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# Content Server Configuration

## Before You Start

Log in via Remote Desktop to the Content Server and add the domain account with permissions over the NAS share to the local Administrators group.

## Disabling WMS NTFS ACL Authorization for the Windows Media Streaming Server

**1** Log in via Remote Desktop to the Content Server using the domain account which has both administrative rights on the Content Server and permissions over the NAS share.

**2** From the Start menu, select **Manage Your Server**.

**3** Click on the link **Manage this streaming media server**.

**4** Highlight the name of the streaming server (the default streaming server name is TANDBERG-CS).

**5** Click on the **Properties** tab.

**6** Click on **Authorization** in the list of categories.

**7** Highlight **WMS NTFS ACL**.

**8** Right-click and select **Disable**.
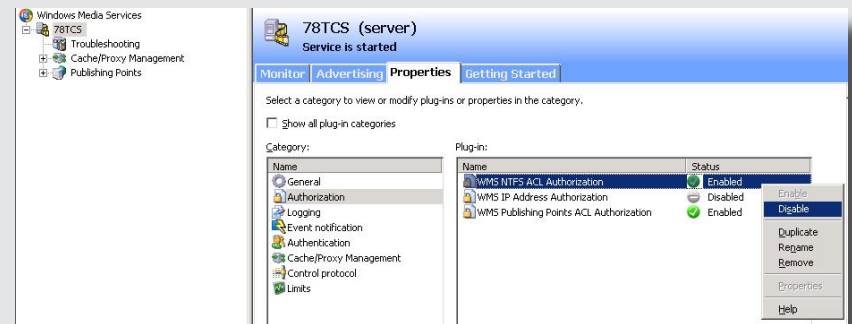


## Enabling the WMS Publishing Point ACL Authorization Plug-in for the Default (on demand) Publishing Point

**1** Click on the ⊞ next to the name of your streaming server to expand the list, then click on the ⊞ again next to the Publishing Points.

**2** Click to highlight **<Default>** (on demand).

**3** Click on the **Properties** tab.

**4** Click on **Authorization** in the list of Categories.

**5** Right-click WMS Publishing Point ACL Authorization in the list of plug-ins and select **Enable**.

TANDBERG
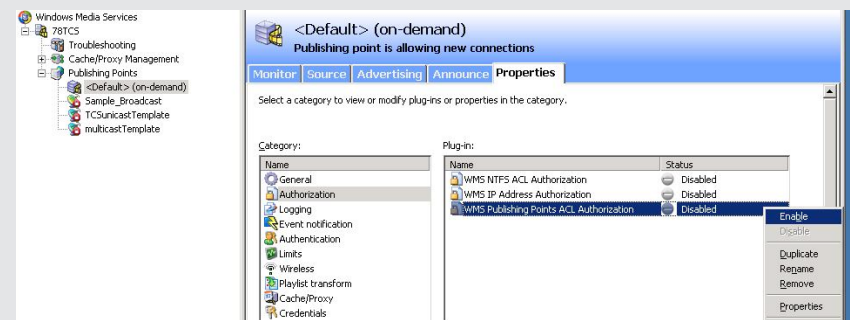
## Changing the Default Media Location to Alternate Storage Location

**1** Log in via Remote Desktop to the Content Server using the domain account which has both administrative rights on the Content Server and permissions over the NAS share.

**2** Go to **Start Menu** > **All Programs** > **TANDBERG** > **TCS** > **TCS NAS Wizard**, or double-click the **TCS NAS Wizard** shortcut on the desktop.

**3** This will produce the NAS Wizard.

**4** Click on **Next** to start the NAS Wizard.



**5** Enter the new storage location information:
- ServerName
- ShareName\FolderName.
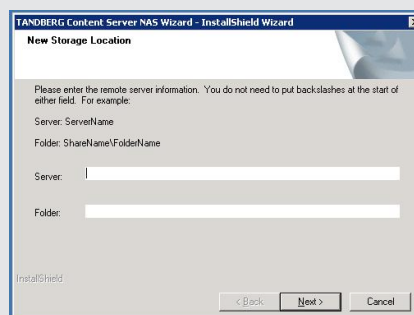


**6** At the **Do you wish to delete old media?** prompt:
- Click **Yes**, if you want to copy the media files to the new storage location and delete them from the current storage location.
- Click **No** if you want to copy the media files across without deleting them from the current storage location.
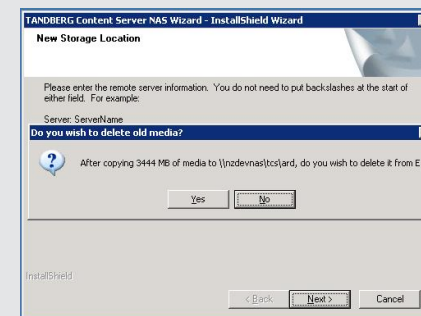


**7** At the IIS Account prompt, enter the username (in the format DOMAIN\username) and password of the domain account under which IIS will run. This account needs to have both administrative rights on the Content Server and permissions over the NAS share.
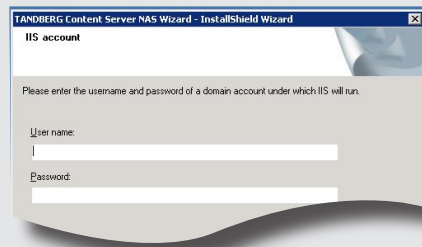


**8** At the **Are you sure you wish to continue** prompt, click on **Yes**. Depending on the amount of data, the transfer may take several minutes.



**9** Click on **Finish** to exit the NAS Wizard.



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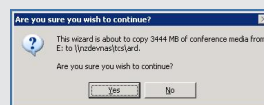
## Changing the Default Media Location from Alternate Storage Location Back to the Default Location on the E Drive of the Content Server

**1** Log in via Remote Desktop to the Content Server using the domain account which has both administrative rights on the Content Server and permissions over the NAS share.

**2** Go to **Start Menu** > **All Programs** > **TANDBERG** > **TCS** > **TCS NAS Wizard**, or double-click the **TCS NAS Wizard** shortcut on the desktop.

**3** This will produce the NAS Wizard.

**4** Click on **Next** to start the NAS Wizard.

**5** At the **Change Storage Location** prompt, select **Return it to local storage** (if you select Move it to a different network location, follow the steps as outlined on the previous page).
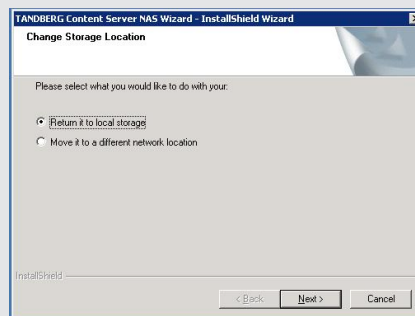
**6** At the **Do you wish to delete old media?** prompt:
- Click **Yes**, if you want to copy the media files to the new storage location and delete them from the current storage location.
- Click **No** if you want to copy the media files across without deleting them from the current storage location.
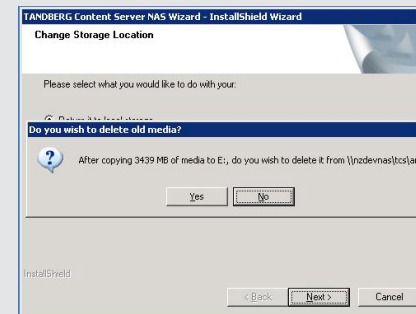
**7** At the **Are you sure you wish to continue** prompt, click on **Yes**. Depending on the amount of data, the transfer may take several minutes.

**8** Click on **Finish** to exit the NAS Wizard.

Your media files have been transferred back from the Alternate Storage Location to the E: drive on the Content Server and any new recordings will be recorded to this new storage location from now on.

To check your new media location, you may select **Administrator Settings** > **Alternate Storage Location**.

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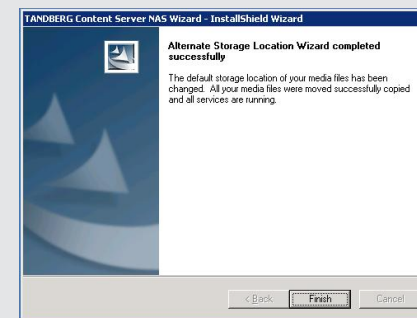
**TANDBERG**

## About Cluster Adminstration

## The Cluster Administration Page

Please contact TANDBERG Professional Services for a whitepaper on clustering the TANDBERG Content Servers (D50449).

**TANDBERG** Content Server

View Conferences    Conference Setup    Administrator Settings    Logout    ? Help

**Cluster Administration**    You are here: Administrator Settings ▸ Cluster Administration

**Create Cluster - Setup**

**Controller**

| Name | IP Address | Role |
|------|-----------|------|
| TCS_Controller | 10.47.1.12 | ◉ Library only  ○ Library / Recorder |

**Nodes**

| Name | IP Address | System Name | E.164 Alias |
|------|-----------|-------------|-------------|
| TCS_Node1 | | | |

Add

Next

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# Software Upgrade

## About Software Upgrade

## The Software Upgrade Page

The **Software Upgrade** page allows administrators to view the software version, device serial number, and option keys installed on the TANDBERG Content Server.

The Content Server software can easily be upgraded by adding option keys provided by authorized TANDBERG resellers or partners. After putting in the option key click on the **Restart Service** button to restart the Content Server for the installed option key to take effect.

**TANDBERG** Content Server

View Conferences    Conference Setup    Administrator Settings     Logout    Help

**Software Upgrade**

You are here: **Administrator Settings** ▸ **Software Upgrade**

**Software Information**

| | |
|---|---|
| Software Version | TANDBERG Content Server v2.0 |
| Device Serial Number | |
| Installed Option Keys | Unlocks 1 transcoding call |
| | Unlocks 4 archiving calls |

**Upgrade Software**

| | |
|---|---|
| Add Option Key | [                    ]   Add Option |
| Restart Service | Restart Service |

Serial numbers and option keys have been removed from the illustration.

# Database Account Security

## About Account Security

The Database Account Security page enables the Administrator to change the following account passwords:

- Content Library
- Content Engine
- System Administrator (sa).

These accounts are not interactive logon/Windows user accounts. They are used for communication between parts of the Content Server and the database.

For enhanced security, it is recommended that System Administrators change the passwords for those accounts from their factory default settings at system setup time and before the Content Server is used in production.

## Changing Account Passwords

**1** Enter the System Administrator (sa) password to authenticate (the default password for this account is **T@NDBERG**).

**2** Choose the account for which you want to change the password.

**3** Enter the new password.

**4** Enter it again to confirm.

**5** Click on the **Change** button.

## The Database Account Security Page

**TANDBERG** Content Server

View Conferences | Conference Setup | Administrator Settings | Logout | Help

**Database Account Security**

You are here: **Administrator Settings ▸ Database Account Security**

**Change Password**

| | |
|---|---|
| System Administrator (sa) Password | |
| Account to Change | Content Library Account |
| New Password | |
| Confirm New Password | |

This form sends the information you enter to the TANDBERG Content Server using a secure connection (HTTPS).

Change

We recommend that you write down your passwords and store them in a safe location.

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## About Windows Server

## The Windows Server Page

Selecting this menu item opens up the Windows Server administration page in a separate window.

This page can also be accessed by typing

https://<ContentServerIPAddress>:8098 in the Web browser URL field.

The Windows Administration site can be used for:

- Changing the Administrative password and updating Date and Time settings
- Creating local user accounts.

Close the window when finished.



💡 The Administrator needs to be using Microsoft Internet Explorer to use this menu item.

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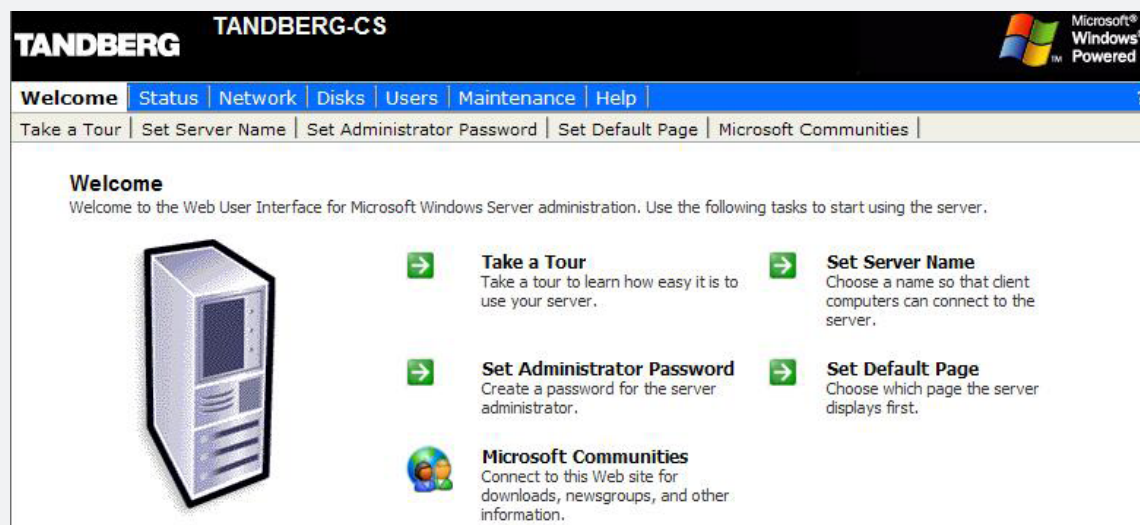
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# TANDBERG
# Content Server

We recommend that you check the TANDBERG web site regularly for updated versions of this manual:

http://www.tandberg.net/support/documentation.php

## Conference Setup

Read the Conference Setup section for information on how to make calls from the Content Server User Interface. This section also contains information on how to use and manage Recording Aliases which determine the types of calls users can make, and help manage access to conferences and conference metadata.

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## About Conference Setup

## Logging In

The TANDBERG Content Server enables users with 'Editor' and 'Administrator' privileges to record video calls and to edit their recorded content.

Editors and Administrators need to log in to the Content Server to create and edit their conferences.

**1** Click the **Login** button at the top right of the screen.
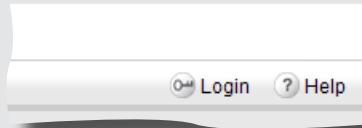
**2** Depending on your authentication method, one of the following screens will be displayed.

Enter your username and password details to authenticate, is indicated in the Login/Logout section of this User Guide.
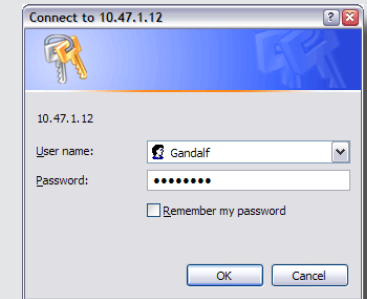
**3** You will see a screen similar to this if you are a Conference Owner and have the ability to record calls and edit your recorded content.
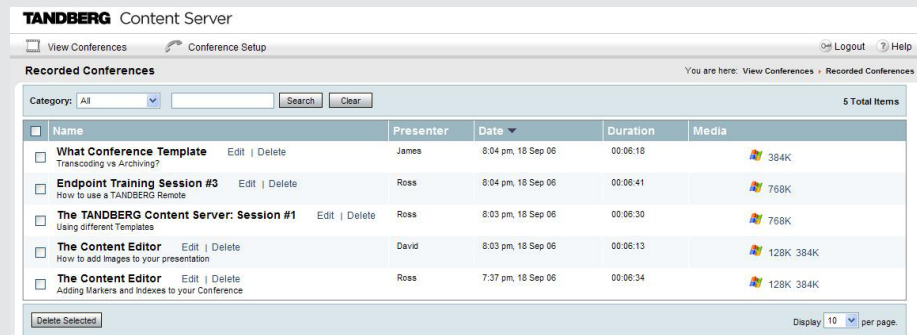
**4** You will see a screen similar to this if you have administrative privileges.
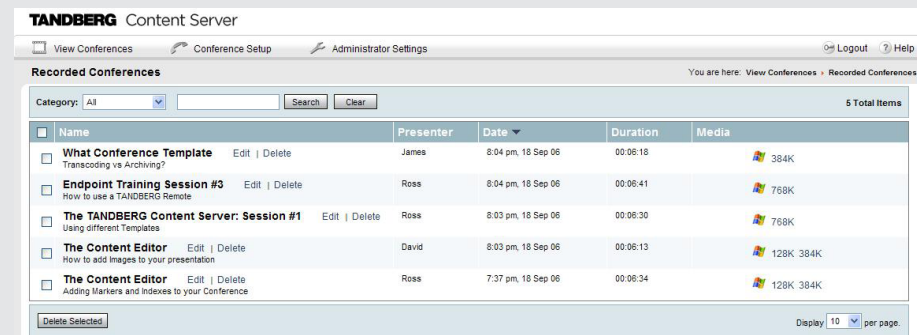
# Create Conference

## About Create Conference

In the **Conference Setup** menu in the menu bar, choose the **Create Conference** option. The screen will then look like this.

## The Create Conference Page

**TANDBERG** Content Server

View Conferences | Conference Setup | Administrator Settings

**Create Conference**

You are here: Confe...

[ Place Call ] [ Cancel ]

**Call Information**

- Record/Stream — -- No Recording Alias Selected -- | Current Calls: 0 of 1
- Archive — -- No Recording Alias Selected -- | Current Calls: 0 of 4
- Address
- Speed — 384

**Conference Permissions**

Editors | Users

RD-TCS1\Administrator

☐ Allow access to all users.

**Conference Metadata**

- Name
- Description
- Presenter
- Location
- Copyright
- Keywords
- Password
- Category — -- No Category Selected --
- Date
- URL

**Call Information**. These settings include record/stream and archive aliases, as well as address of the endpoint you are calling and the call rate for the Call Configuration used in the Recording Alias chosen.

**Conference Permissions**. Here you define who should be granted edit rights and who should be granted viewing rights to the conference.

**Conference Metadata**. Metadata gives you the possibility to include such things as

- The name of the conference that participants will see
- Details about the conference
- Name or names of the conference presenters
- Where the conference takes place
- Any copyright information about the conference
- Any keywords that can be used when searching for the conference
- A password to restrict streaming access to this conference
- A Category selected from the pull down list for this conference.

# Call Information

## ⚠ Templates Determine Outputs!

The recording type determines the output of your recorded call. The Record/Stream Type is associated with Transcoding calls. The Archive Type is associated with Archiving calls.

Please note that all Windows Media calls are enabled for recording and live streaming by default, but it is the templates attached to the recording aliases that determine which live and on demand streaming options are turned on for a particular call. Choosing the Record/Stream type may result in a call which is available on demand only, and choosing the Archive option may result in content which is streamed live!

## The Call Information Settings

TANDBERG Content Server

View Conferences    Conference Setup    Administrator Settings    Logout    Help

Create Conference    You are here: Conference Setup ▸ Create Conference

Place Call    Cancel

**Call Information**

| | | |
|---|---|---|
| ⦿ Record/Stream | -- No Recording Alias Selected -- | Current Calls: 0 of 1 |
| ○ Archive | -- No Recording Alias Selected -- | Current Calls: 0 of 4 |
| Address | | |
| Speed | 384 | |

**Conference Permissions**

**Conference Metadata**

Place Call    Cancel

**Record/Stream**. Choose a Recording Alias from the drop down list. Only one call at a time can be made using this (transcoding) option. If the Content Server is part of a cluster, the number of available transcoding calls will be dependent on how many Recorders there are in a cluster.

**Archive**. Choose a Recording Alias from the drop down list. There are four concurrent calls that can be made using this (archiving) option.

If the Content Server is part of a cluster, the number of available archiving calls available will be dependent on how many Recorders there are in a cluster.

**Address**. Enter the Address of the endpoint you are calling. The address can be in the format of an IP Address, H.323 ID or E.164 alias. H.323 ID and E.164 alias dialling requires a gatekeeper.

**Speed**. Choose the call rate from the drop-down menu. You will only be able to see the allowed call rates for the Call Configuration used in the Recording Alias chosen.

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# Conference Permissions

## The Conference Permissions Settings

Enter user or group names in the Editors or Users text fields one per line or separated by a semicolon, in the following formats:

**Local usernames:**

MACHINENAME\user.name:Display Name(optional)

**Domain and LDAP user and group names:**

**Users:** user.name:
Display Name(optional)

**Groups:** @group.name

**Editors**. Editors can edit and delete a conference.

**Users**. Users can view the conference.

Entry in this field is disabled if **Allow access to all users** checkbox is selected.

**Allow access to all users.**
If Allow access to all users checkbox is selected AND Guest access is enabled in Site Settings, all guests can view the conference.

If Allow access to all users checkbox is selected AND Guest access is not enabled in Site Settings, all authenticated users can view the conference



**TANDBERG** Content Server

View Conferences    Conference Setup    Administrator Settings

**Create Conference**

You are here: Conference Setup

[ Place Call ] [ Cancel ]

⊞ **Call Information**

⊟ **Conference Permissions**

Editors      Users

RD-TCS1\Administrator

☐ Allow access to all users.

⊞ **Conference Metadata**

[ Place Call ] [ Cancel ]

**TANDBERG**

# Conference Metadata

## The Conference Metadata Settings

The Conference Metadata will be retrieved from the Recording Alias that has been selected in the Call Information section of the screen.

After you have entered the required information click the **Place Call** button to start the call or click the Cancel button to not make the call and leave the screen.

**Copyright**. Enter any copyright information about the conference.

**Keywords**. Enter any keywords that can be used when searching for the conference.

**URL**. The URL to the conference will be displayed at creation time of the conference.

**Password**. Enter a password to restrict streaming access to this conference. If no password is entered, then there is no restriction on who has access to the conference if they can view the conference list.

**Name**. The name of the conference that participants will see.

**Description**. Details about the conference to be displayed beneath the Title in the Conference list.

**Presenter**. Name or names of the conference presenters.

**Location**. Where the conference takes place.

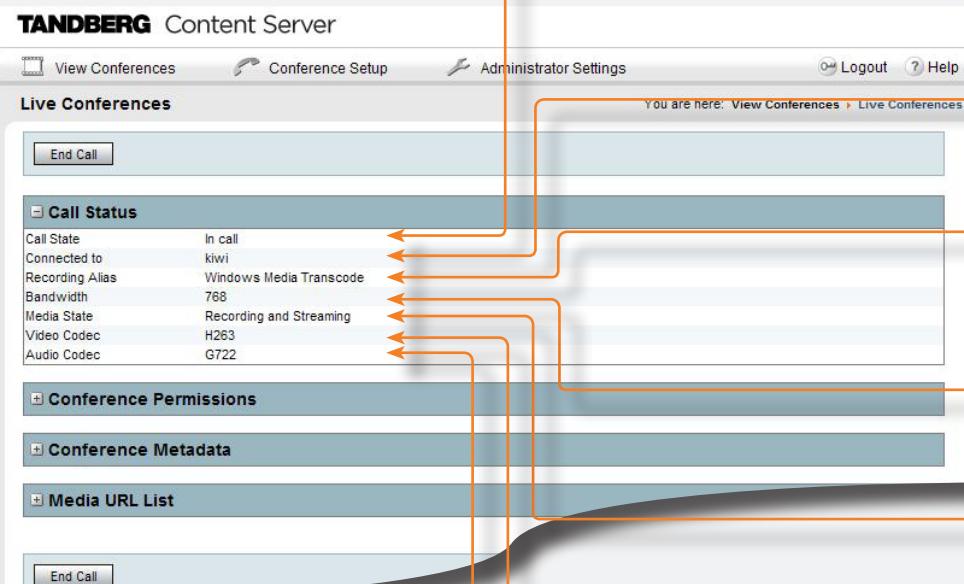**Category**. Select the Category from the pull down list for this conference.

**Date**. The date and time of the conference will be displayed at creation time of the conference.

### TANDBERG Content Server

View Conferences | Conference Setup | Administrator Settings

Create Conference

You are here: Conference Setup

[ Place Call ] [ Cancel ]

⊞ Call Information

⊞ Conference Permissions

⊟ Conference Metadata

Name
Description
Presenter
Location
Copyright
Keywords
Password
Category          -- No Category Selected --
Date
URL

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# Call Status

## About Call Status

After the **Place Call** button has been clicked on, the display will be updated with the call information.

## The Call Status Settings

**TANDBERG** Content Server

View Conferences    Conference Setup    Administrator Settings    Logout   ? Help

**Live Conferences**

You are here: **View Conferences** ▸ **Live Conferences**

End Call

**Call Status**

| | |
|---|---|
| Call State | In call |
| Connected to | kiwi |
| Recording Alias | Windows Media Transcode |
| Bandwidth | 768 |
| Media State | Recording and Streaming |
| Video Codec | H263 |
| Audio Codec | G722 |

**Conference Permissions**

**Conference Metadata**

**Media URL List**

End Call

**Call State**. Displays the current state of the call. Options are: Initiating call, In call, Ending call, Call failed.

**Connected to**. Displays the details of the remote endpoint. Displayed could be IP address, Alias or Endpoint name.

**Recording Alias**. The recording alias that was used for the current call, e.g. Windows Media Archive.

**Bandwidth**. The Bandwidth of the current call. e.g. 384.

**Media State**. Displays whether the call is recording, streaming or both.

**Video Codec**. The video codec used for the call. e.g. H263.

**Audio Codec**. The audio codec used for the call. e.g. G722.

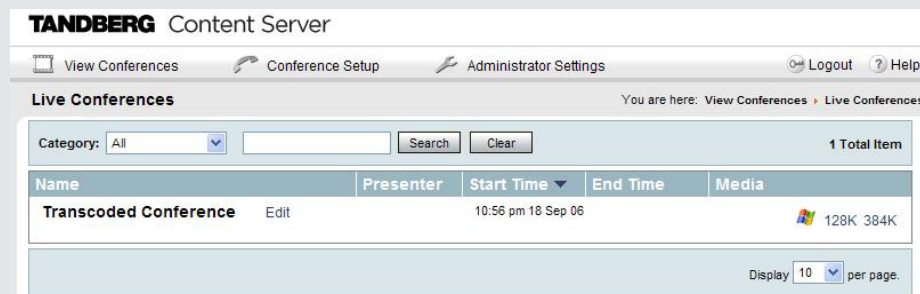**TANDBERG**

# Ending the call

## A Recommended Procedure

**1** To end a call from the Content Server Interface, first list the Live Conferences from the **View Conferences** menu. Click the **Edit** link next to the conference that you want to end.

**2** Click on the **End Call** button at either the top or bottom of the screen.

**3** You will see the **Call Status** change to **Ending Call** and then the conference will be listed in the **Recorded Conferences** list.

💡 You can also end a live call by hanging up the call at the endpoint.

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# Media URL List

## About Media URL Lists

The Media URL List displays the paths for the movies and also the directory of any slides for the presentation for Administrators only.

Click the **End Call** button to finish the call. Calls can also be terminated from the remote end.

The Media URL list will now display the on demand paths.

If any of the Conference Information or Permissions are changed, Click the **Save** button to retain any changes. **Return** will take you to the Recorded Conferences screen.

## The Media URL List Display
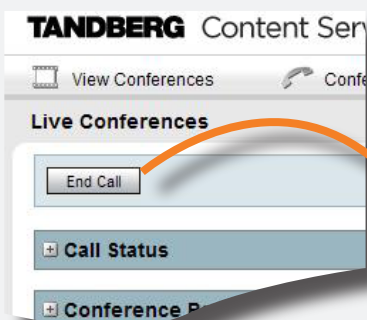


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# Recording Ad Hoc Calls

## Dialling in

Users can record their calls by dialling in to the Content Server from H.323 devices.

It is possible to make calls by dialling:

- The Content Server IP Address – this feature does not require the Content Server to be registered to the Gatekeeper
- The Content Server System Name or E.164 alias – this feature requires the Content Server to be registered to the Gatekeeper
- The H323 ID or E.164 alias of a Recording Alias – this requires the Content Server to be registered to the Gatekeeper.

## Concurrent Calls

Depending on the installed option keys, up to 5 concurrent calls can be made.

It is possible to make concurrent calls using the same Recording Alias for Archiving type calls, (or for Transcoding type calls, when Content Servers are in a cluster). In this case, all calls made on this alias will have the same properties (Conference Name, Access list, Recorded outputs, etc.). The recordings will have different conference URLs.

## Recording in Progress Is Indicated on the Endpoint

Once connection to the Content Server has been established, a poster will be displayed at the endpoint.

A Recording conference poster will be displayed if the Recording Alias uses a template with File Output.

If the template has both File Output and Serverpush Output, the call will be streamed live and available for viewing on demand.

If the template has only File Output, the call will not be streamed live, but will be available for on demand viewing. Calls made from endpoints to the Content Server begin recording once the call setup is complete and the Content Server begins receiving audio and video from the endpoint.

## When the Template Used Has No File Output Specified

A Streaming conference poster will be displayed if the Recording Alias uses a template with no File Output. For more information on configuring streaming and recording outputs, see the Template Editor section of the manual.

# Using TMS to Schedule Calls
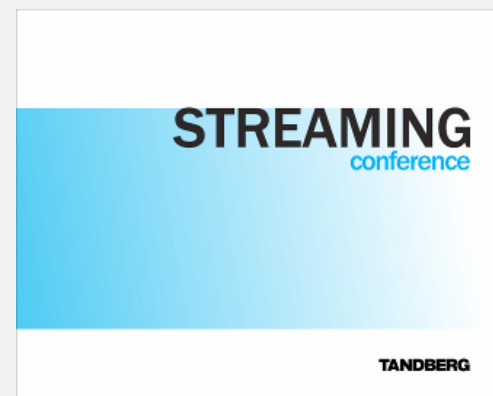
## Scheduling Calls with TMS

It is possible to schedule calls to be recorded by the Content Server through TMS.

In order to use TMS to book recordings on the Content Server, you need to:

- Enable the API in Content Server Site Settings > API
- Create dedicated TMS-only Recording Aliases. Only those aliases will be available for booking by TMS.

**To create a TMS alias:**

- Add a new user with the username `api-admin` under Administrator Settings > User Management > Add Users (Add Administrators field)

- Create a new alias under Conference Setup > Recording Alias Options > New: Name, e.g. TMS Archiving 1, Owner: api-admin

- Select alias type (Transcoding or Archiving) depending on the option keys installed on the Content Server. For example, if you have one Transcoding option key installed, create one TMS transcoding type alias (TMS Transcoding 1). If you have four Archiving option keys installed, create four TMS archiving type aliases (TMS Archiving 1, TMS Archiving 2, TMS Archiving 3 and TMS Archiving 4)

- Do NOT check the System Alias checkbox – TMS aliases must be Personal aliases.

For more information on TMS integration, refer to the TANDBERG Management Suite Administrator Guide or contact your TANDBERG representative or authorized reseller.

Calls scheduled with TMS will appear on the View Conferences > Scheduled page (see the View Conferences chapter for details).

TMS 11.6 is compatible with Content Server version 2.0.

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# Recording Alias Options

## About Recording Alias Options

The default TANDBERG Content Server installation has one or two default System Aliases, depending on the type of option keys available.

For Content Servers with both Transcoding and Archiving option keys, the two default aliases are:

- Windows Media Transcode
- Windows Media Archive.

In this case, one call can be made with the default transcoding alias and up to four concurrent calls can be made with the default archiving alias.

Multiple concurrent calls can be made using both those aliases when Content Servers are in a Cluster.

The Recording Alias determines:

- The call type – Transcoding or Archiving
- The outputs, based on the recording template and call configuration specified in the alias
- Access to the live and recorded conference
- Conference password (optional).

All Conference Metadata, such as Conference Name, Description, Speaker, Location, Copyright and Category specified in the alias will be automatically applied to the conference and can be edited before the call is placed and also after the call has finished.

Calls made with the same alias will have the same default settings, but different conference URLs.

## Recording Alias Options Available Depend on Your Privileges



The Recording Alias Options are available from the Conference Setup Menu and only for Users with Administration or Owner privileges.

By choosing the Recording Alias Options an administrator will see a screen like the one shown here.



For the same aliases, an owner (a user with privileges to make calls) will see only their personal alias or aliases, if the administrator has set them up with owner privileges for an alias.



Another owner (a user with privileges to make calls) may see no aliases at all, if the administrator has not set them up with owner privileges for an alias.

## Viewing Recording Aliases



Aliases can be sorted according to their column title in both ascending and descending order.

The number of Aliases displayed on a page can be 10, 20, 50 or 100.

Navigating between pages is consistent with the View Conference screens.

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# Creating New Aliases

## About Creating New Aliases

Only Administrators of the TANDBERG Content Server can create Recording Aliases.

Click the New Button on the screen to create a Recording Alias.

## An Overview of the Options



**Recording Alias.** You can specify the name for the Recording Alias that will display in the list of Aliases and when choosing a Recording Alias to create a Conference. You can also select the Owner for the alias. The Owner will be able to edit the alias and will be able to select it when creating a conference.

**Properties.** Lets you create a unique H.323 ID and a unique E.164 Alias as well as specify the Recording Type (transcoding or archiving type) and select if this is a System Alias.

**Settings.** Used to select the Recording Template and the Call Configuration File to use with this Alias.

**Default Conference Properties.** Used to specify who may view the conference.

**Default Conference Metadata.** Used to specify information about the recorded material, like topic, location, who is speaking, and copyright applicable etc.

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# Creating a New Recording Alias

## About Recording Aliases

## An Overview of the Options

The owner of the Recording Alias can edit it from the Recording Alias Options page.

Administrators can see and edit all properties of all aliases. Owners can only see and edit selected properties of their own alias.



**Name.** Enter the name for the Recording Alias that will display in the list of Aliases and when choosing a Recording Alias when creating a Conference.

**Owner.** Select the owner of the Alias so they have editing rights as well as being able to select it when creating a conference.

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# Specifying Properties

| About Specifying Properties | An Overview of the Options |
| --- | --- |

### Types of Aliases

**Transcoding vs Archiving.** Recording aliases have two types – Transcoding and Archiving, which determine the type of call that can be made with that alias. A Transcoding alias can only be used for Transcoding calls, and an Archiving alias can only be used to make Archiving calls.

**System vs Personal.** If you select the System Alias checkbox, the alias will be available for all users for dialling out from the Create Conference page. If you do not select the System alias checkbox, the Alias becomes a Personal alias, so it will only be available on the Create Conference page to the Owner of that Alias.



**H.323 ID**. Choose a unique H.323 ID for the Alias. If the Content Server is registered to the gatekeeper as Terminal, this alias can be used for dialling. If the Content Server is registered to the gatekeeper as Gateway, this alias needs to be used with a prefix specified in Site Settings.

**E.164 Alias**. Choose a unique E.164 Alias. If the Content Server is registered to the gatekeeper as Terminal, this alias can be used for dialling. If the Content Server is registered to the gatekeeper as Gateway, this alias needs to be used with a prefix specified in Site Settings.

**Recording Type**. Choose from Transcoding or Archiving Type and it will only appear in that category when creating a Conference from the interface.

**System Alias**. Select if this is a System Alias.

# Specifying Settings

## About Specifying Settings

The combination of Template and Call Configuration settings determines the outputs of your call made with this Recording Alias.

## An Overview of the Options



**Template.** Select the recording template to use with this Alias. For Transcoding Aliases, only Transcoding templates will be displayed, for Archiving Aliases, you will only have a selection of Archiving templates. Your choice of templates also depends on the codecs selected in Site Settings. For example, if QuickTime and Real Media codecs are not selected in Codec Site Support, those templates will still be displayed in the Template Editor, but will not be available here.

**Call Configuration.** Choose the Call Configuration File to use with this Alias.

# Specifying Default Conference Properties

## Entering Usernames

Enter user or group names in the Editors or Users text fields one per line or separated by a semicolon, in the following formats:

**Local usernames:**

MACHINENAME\user.name:Display Name(optional)

**Domain and LDAP user and group names:**

**Users:** user.name:
Display Name(optional)

**Groups:** @group.name

**Editors.** Editors can edit and delete a conference.

**Users.** Users can view the conference.

Entry in this field is disabled if **Allow access to all users** checkbox is selected.

## An Overview of the Options



**Allow access to all users.** If Allow access to all users checkbox is selected AND Guest access is enabled in Site Settings, all guests can view the conference.

If Allow access to all users checkbox is selected AND Guest access is not enabled in Site Settings, all authenticated (logged in) users can view the conference.

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# Specifying Default Conference Metadata

## An Overview of the Options
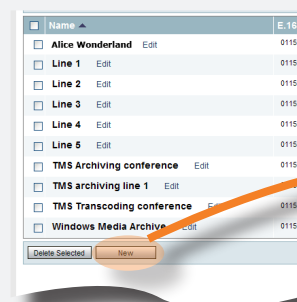
**Conference Name.** The Conference Name displayed when conferences are listed. If no name is entered, one will be created at time of recording the conference. The default created conference name is made up of the Recording Alias name and the date/time of the call.

**Description**. Enter a description for the conference as this also appears under the name when conferences are listed in the interface.

**Speaker**. Enter the name of the main presenter of the conference as this is displayed on the conference list in the interface.

**Location**. Enter the location of the conference.

**Copyright**. Enter any Copyright information applicable.

**Keywords**. List keywords as these are also searchable from the View Conferences menu items.

**Category**. Choose a Category that this conference best fits. This enables a user to list like conferences in the interface.

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# Editing Recording Aliases

## Who Can Edit What?

Administrators can edit all Recording Aliases but Owners can only edit some settings in their own aliases.



Refer to the previous pages for a list of all the fields and their description.

## What Administrators Will See
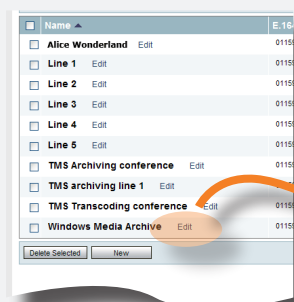


This screen is similar to the screen you see when creating new Recording Aliases. If you are an administrator you may edit all there is to edit.

Click the **Edit** link next to the Alias Name to edit it.

## What Owners Will See if They Have a Recording Alias

Owners can edit:

- the Recording Template (select a template from the drop-down menu)
- Default Conference Properties (who can edit and view the conference)
- Conference Password
- Default Conference Metadata (used for display and searching of the conferences).



Click the **Edit** link next to the Alias Name to edit it.

# Deleting Recording Aliases

## About Deleting

Only administrators can delete Recording Aliases.

## Selecting Which Ones to Delete



| | Name ▲ | | E.164 Alias | H.323 ID | Recording Type |
|---|---|---|---|---|---|
| ☐ | **Alice Wonderland** | Edit | 011598177 | transcodealice.won | Transcoding |
| ☐ | **Line 1** | Edit | 011590 | transcodestream | Transcoding |
| ☐ | **Line 2** | Edit | 011591 | transcodearchive1 | Archiving |
| ☐ | **Line 3** | Edit | 011592 | transcodearchive2 | Archiving |
| ☐ | **Line 4** | Edit | 011593 | transcodearchive3 | Archiving |
| ☐ | **Line 5** | Edit | 011594 | transcodearchive4 | Archiving |
| ☐ | **TMS Archiving conference** | Edit | 0115955 | transcodeTMSArch12 | Archiving |
| ☐ | **TMS archiving line 1** | Edit | 0115953 | transcodearchive53 | Archiving |
| ☐ | **TMS Transcoding conference** | Edit | 0115954 | transcodeTMSTrans12 | Transcoding |
| ☐ | **Windows Media Archive** | Edit | 0115951 | transcodearchive12 | Archiving |

[ Delete Selected ]   [ New ]

To delete a single Alias, select the check box to the left of the Alias's name and click the Delete Selected button.

To delete all Recording Aliases, click the select box next to the title Name and click the Delete Selected button.

# TANDBERG
# Content Server



We recommend that you check the TANDBERG web site regularly for updated versions of this manual:

http://www.tandberg.net/support/documentation.php

## View Conferences

This section contains information about the View Conferences menu, including Live, Recorded and Scheduled views and explains different conference views and permissions depending on user roles and access lists set on conferences. Here you will also find instructions on downloading and installing the Codec Pack for viewing Windows Media Archiving calls as well as a guide for using the Content Editor.

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# Conference Types

| About Conference Types | Details |
| --- | --- |

The three types of conference views are

- Live
- Recorded
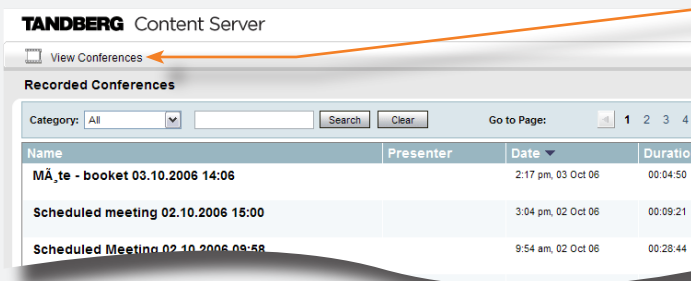- Scheduled.
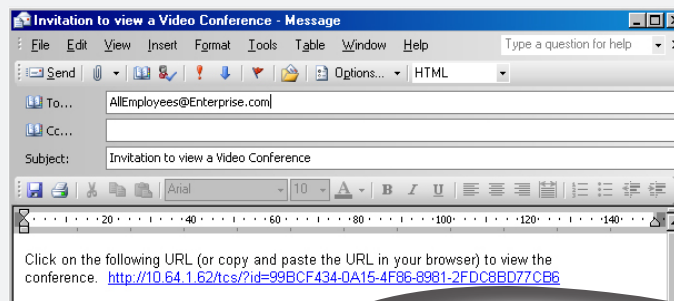
**Live**. They are occurring at the current time.

Users can receive an e-mail with a URL link to view the Conference.

Or can click the link provided in the list of current conferences.

If the live conference finishes while you are watching it, you can close the window and reopen it to watch the recorded conference, assuming that the live conference was recorded.

**Recorded**. These conferences were live but have been recorded and are now viewable at any time.

To view one of the types of conferences, click on the **View Conferences** text link and choose from the list.
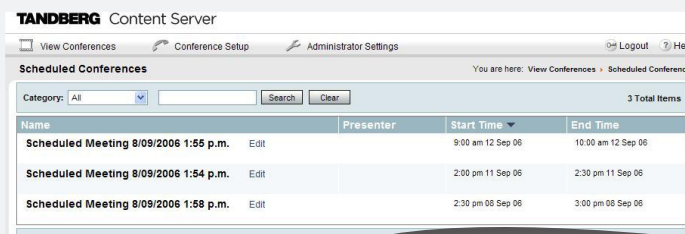
**Scheduled**. Scheduled Conferences page displays a list of conferences booked through the TANDBERG Management Suite (TMS), which will happen at a later date. There is no conference content to view but the title, description and scheduled start and end time will be displayed.

At the scheduled date and time, the scheduled conference will disappear from the Scheduled Conferences list and appear in the Live Conferences list and can then be watched live by authorized users.
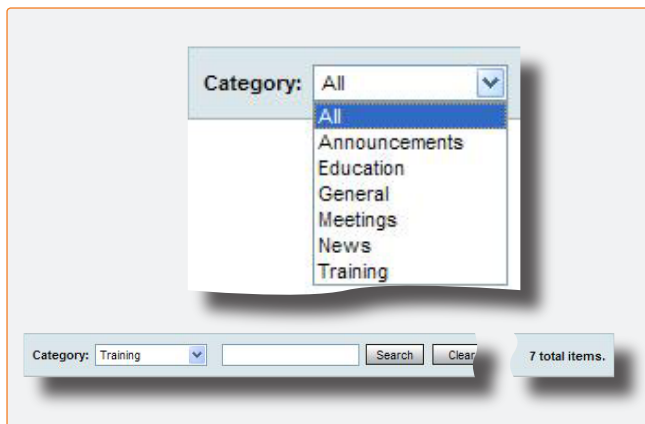
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## Category

Each conference can be assigned a Category at time of creation or after the conference has concluded.

By default all conferences are displayed in the interface.

By selecting a category, only conferences that are assigned that category will be displayed.

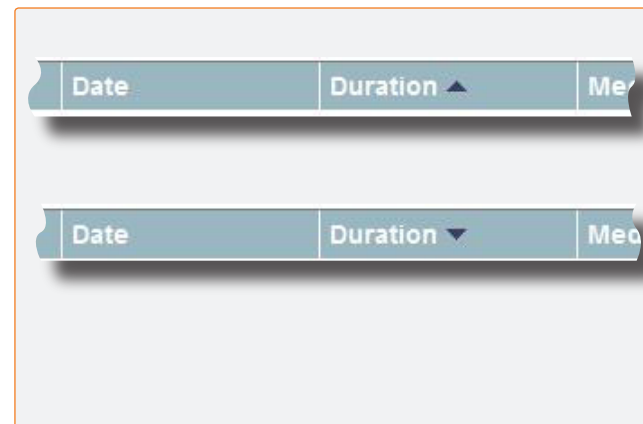In this example there are 7 conferences with the category *Training*.



## Sorting Conferences

To sort all the conferences in a different order, click one of the headings: Name, Presenter, Date or Duration.

The arrow will indicate the direction of the sort.

The example shows sorting and reverse sorting on Duration.



## Searching

Conferences can be searched by Name, Description, Presenter, Copyright, and Keywords.

To search for a conference, enter the search criteria in the search field and click on the Search button.

The conference list will show only those conferences that match your search criteria.

Clicking the Clear button will return all the conferences in the list to you.
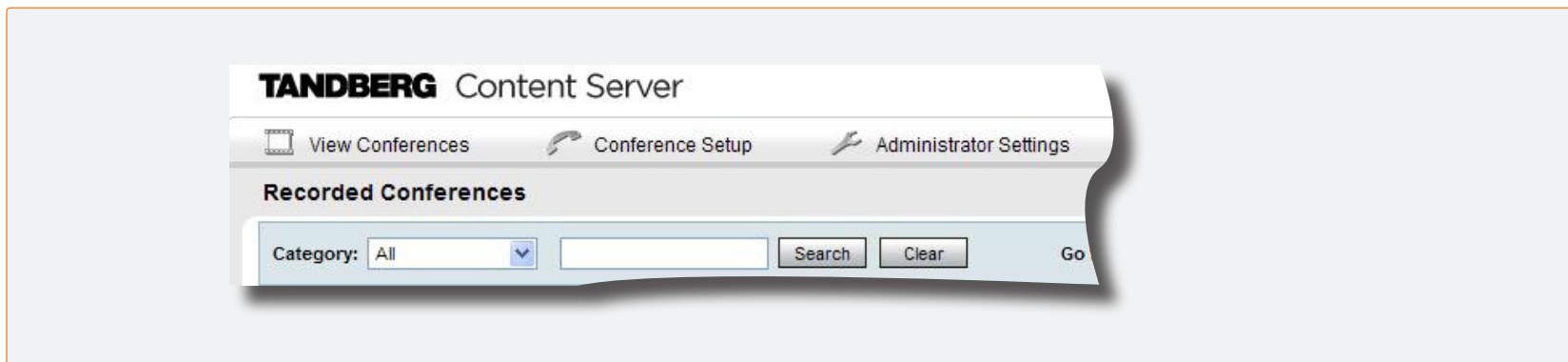


Use AND to find conferences that have both terms in the searchable fields, e.g. training AND education will find all conferences with both training and education in Name, Description, Presenter Copyright or Keywords.

Use OR to find conferences that contain either term in the searchable fields, e.g. training OR education will find all conferences with either training OR education in the title, description or as keywords.

Use NOT to find conferences that do not contain the word or phrase, e.g. NOT training will find all conferences that do not contain the word training.

Use " " to find conferences that contain the exact text between the quotes marks, e.g. "Archived Conference" will find all conferences that have the exact phrase between the quotes contained in the searchable fields.

## Navigating Between Pages

The initial view of a screen that consists of a number of pages to display will look something like this view.

In this example there are 3 pages of screens and 25 conferences found for the current category and search.

Navigate the screens by clicking on the page numbers or the forward arrow to advance one page at a time. The Previous Page Arrow is dimmed on Page 1

Go to Page:  ◀  **1**  2  3     ▶  25 Total Items

Total number of conferences in this list.

Click on the Next Page Arrow to go to the next page.

Click on the Page number to go directly to that page.

Current page is shown with **strong** typeface.

After Page 1 the Previous Page Arrow will also be clickable.

Go to Page:  ◀  1  **2**  3     ▢  25 Total Items

When the last page is reached the Next Page Arrow will be dimmed and no longer be clickable.

Go to Page:  ◀  1  2  **3**     ▢  25 Total Items

When there are more than 10 pages of information, the Next 10 pages link will appear after the next arrow.

Go to Page:  ◀  **1**  2  3  4  5  6  7  8  9  10  ▶  Next 10  125 Total Items

Click on the Next 10 and Prev 10 links to move between the pages in groups of 10.

Go to Page:  Prev 10  ◀  10  **12**  13  14  15  16  17  18  19  20  ▶  Next 10  225 Total Items

The numbers indicate each screen (page) of conferences displayed in order of how the conferences have been sorted using the column headings.

Go to Page:  Prev 10  ◀  **11**  12  13     ▢  125 Total Items

## Display per Page

Display  10  ▼  per page
10
20
50
100

To display a different number of items on the current page, select an option (10, 20, 50 or 100) from the Display per page option at the bottom right of the screen.

Your selections will only be in effect for the current session.

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## Login and Logout

Users of the TANDBERG Content Server may be prompted to login to view conferences.

If the Content Server has Guest Access enabled in Site Settings then non-authenticated users will be able to browse conferences that allow all users to view them without logging in.

For authenticated access to the Content Server:

- If Local authentication has been selected in Site Settings, local users can log in by entering their Username and Password

- If Domain authentication has been selected in Site Settings, LDAP server details have been provided and the Content Server has been added to a domain, domain users can log in by entering their DOMAINNAME\Username and Password

- If LDAP authentication has been selected in Site Settings and LDAP server details have been provided, LDAP users can log in by entering their Username and Password.

Click the Logout icon or text when finished.

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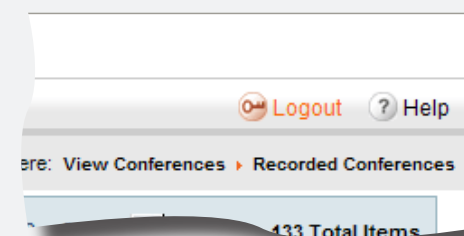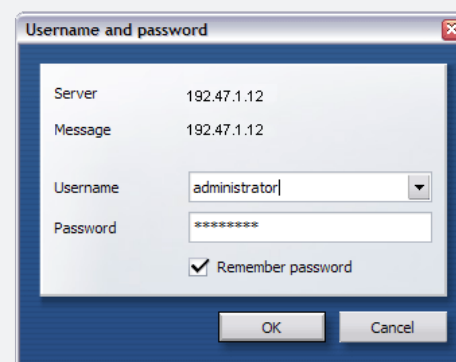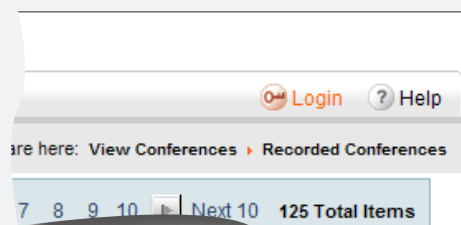
## Help

The **Help** menu contains the following items:

- User Guide
- Test Page.
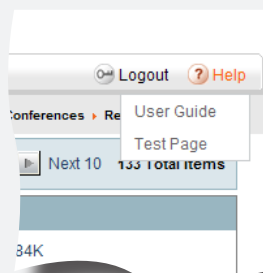


## User Guide

Selecting the **User Guide** from the **Help** menu opens a new window with the following items:

- Content Server Display Introduction
- View Conferences
- Category
- Sorting Conferences
- Go To Page
- Searching conferences
- Conference information
- Password protection.

This User Guide is not context-sensitive and has been designed as an overview of basic conference viewing functionality for the first-time user.
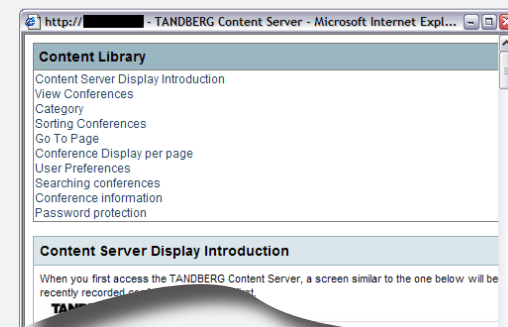


## Test Page

The Conference Test Page checks JavaScript, browser, screen resolution and plug-in settings on your computer and indicates whether your computer settings will allow you to successfully view conferences.

Selecting the Test Page from the Help menu opens the page in the same window. To check the streaming movie in your browser, click View next to the Player you have installed.

The page also allows users to download the TANDBERG Codec Pack to view archiving Windows Media content (ASF format).

To leave the Conference Test Page, select an item from one of the menus.

⚠️ You need to allow pop-ups and Active-X controls to be run on the page for the Conference Test Page to complete its checks.



If any plug-in required is missing or pop-ups are blocked, this will be shown in red.

Green text indicates that status is OK for that particular plug-in.

A warning or confirmation is given at the bottom to show the overall status.

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## TANDBERG Codec Pack

## Installing the Codec Pack to View Archiving Windows Media Content

All Content Server users can download the TANDBERG Codec Pack from the Conference Test Page in order to view archiving Windows Media streaming content (ASF format).

Download details:

Name: TAACodecPack.msi

Type: Windows Installer Package

Publisher: TANDBERG

Version: 1.0.0

Date: 20/09/2006

Size: 3.4MB

Supported OS:
Microsoft® Windows® XP.

**1** Click on Download TANDBERG Codec Pack from Help > Conference Test Page.

Check streaming ASF movie in Windows Media Player — View

(If you experience problems viewing this movie then please download the TANDBERG Codec Pack)

Real Media plugin — Yes

Real Media supported in this — Yes
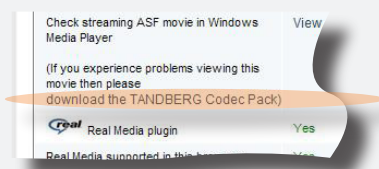
You will need to have Adminstrator rights on your PC to be able to install the Codec Pack.

**2** Choose to Run or Save the installer and install the Codec Pack. The installer will display a page to indicate the progress of the installation.

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Installing TANDBERG Codec Pack

TANDBERG Codec Pack is being installed.

Please wait...

Cancel   < Back   Next >

**3** Once the installation has successfully completed, click on the Close button. There is no need to restart the computer after installation and you can start viewing conferences immediately.

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Installation Complete

TANDBERG Codec Pack has been successfully installed.

Click "Close" to exit.

Cancel   < Back   Close
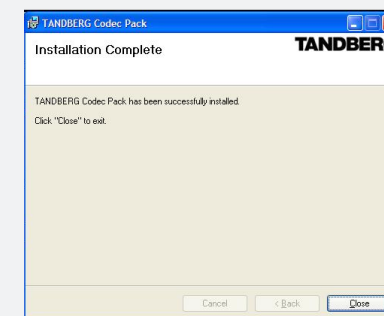
## Need to Uninstall It?

To uninstall the Codec Pack, use the standard Microsoft® Windows® uninstall procedure, i.e. go to Start Settings > Control Panel > Add/Remove Programs, select the TANDBERG Codec Pack and click on Remove.

TANDBERG Codec Pack                Size    5.34MB

Click here for support information.        Used    rarely

To change this program or remove it from your computer, click Change or Remove.      Change   Remove

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## Displaying Copyright

## The Copyright Display

To display copyright information, click on the text in the lower right corner of the screen.

This is copyright information regarding the Content server as such and it contains no copyright information regarding the recorded material itself.



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## User Preferences

## User Preferences Pop-up Window

To change your preferences, click on your username displayed at the bottom left of the screen.

This will open a new window

- The Display Name can be changed
- The number of Items per page can be set to 10, 20, 50 or 100
- The Default Category, which will be displayed to the user in Conference view, can be selected from the list.



The changes will take effect the next time the user logs into the Content Server.

To exit:

- Click **Save** to update the User information.
- Click **Close Window** to not change any details.

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# Content Viewer

## Accessing Content Viewer

To access the Content Viewer, click on one of the displayed bitrates for the conference.

The Content Window consists of three parts – the Video Display, The Indexing Part, and the Graphics / Dual Video Stream Part.

## The Content Viewer Display
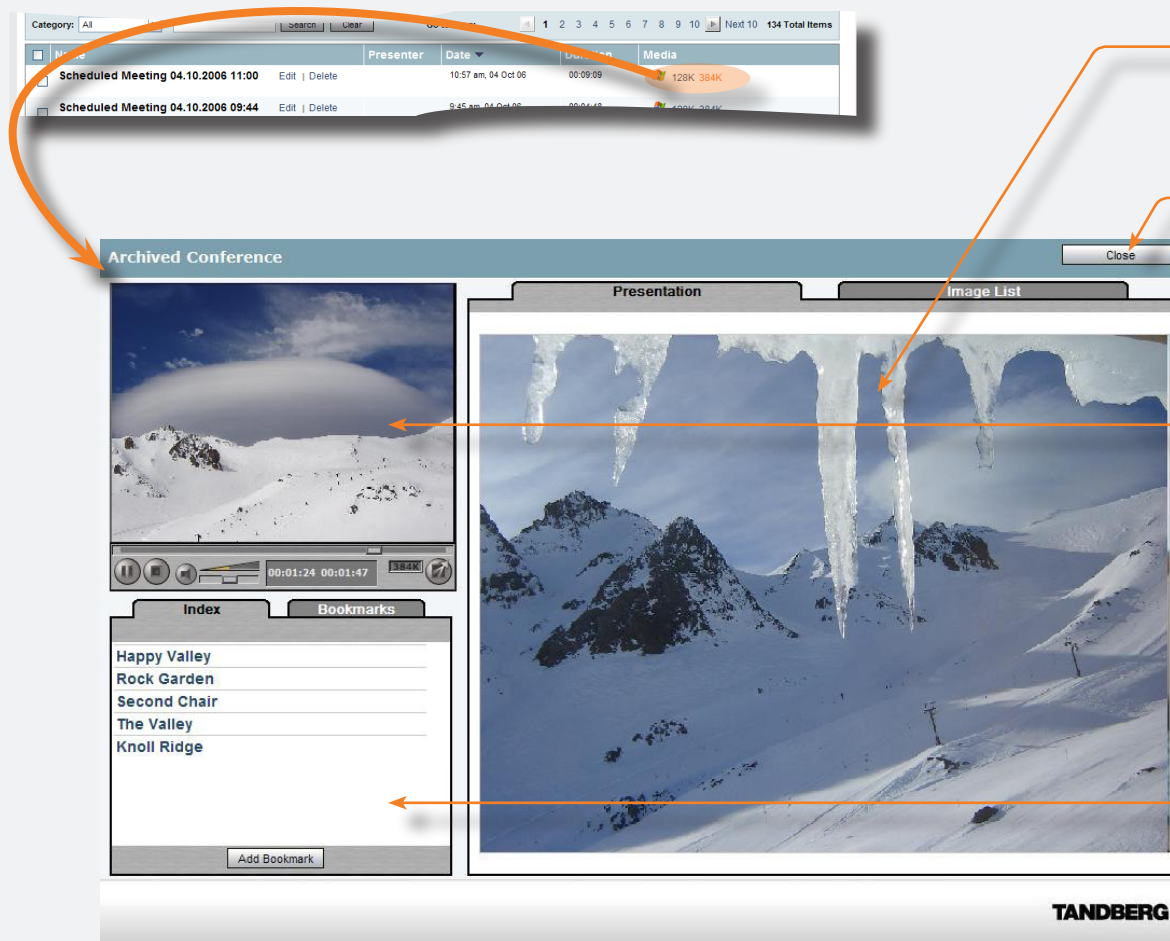


The Presentation of slides, graphics or Dual Video stream, in the right hand side of the window.

Click here to close the Content Viewer.

The Video Display.

The general and personal indexing part.

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# The Video Display

## The Video Display Sizes

The video can be displayed in a number of different sizes. To the right are shown three different bitrates with their recommended video sizes.

For the sizes smaller than 320×240 (which is the maximum size for the main video), the video is displayed inside the player area – it will not fill up the maximum main video playback area.

## There Are Two Ways to View a Video

1. **The whole video is downloaded to your computer before it can be viewed (pseudo-streaming)**

   A yellow line in the Play Progress Bar shows you the download progress. When the video has completely downloaded, it is ready for you to play by moving the slider or clicking on any item in the **Table of Contents**.

   You can still start playing the video before it is completely downloaded but you can only move the slider to any position within the yellow line.

2. **The video is streamed (true streaming)**

   The yellow line will not be displayed in this case.

   You can move the slider to any part of the video to view it. The video will stop, load the requested part of the video to your browser (called 'buffering') and then begin playing.

   You can also click on an item in the **Index** to view the video from that location

## Examples of Video Display Sizes

384 kbps
320×240
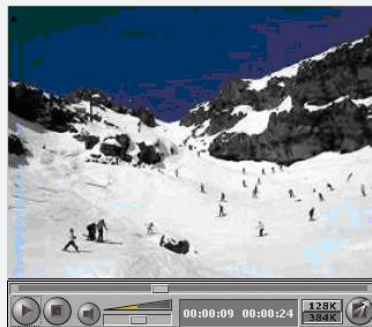


128 kbps
240×180
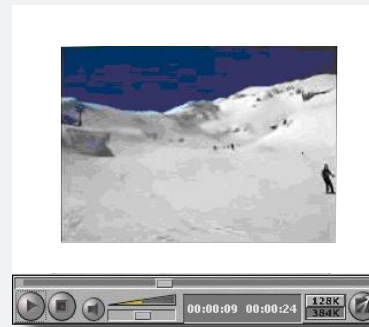


56 kbps
160×120
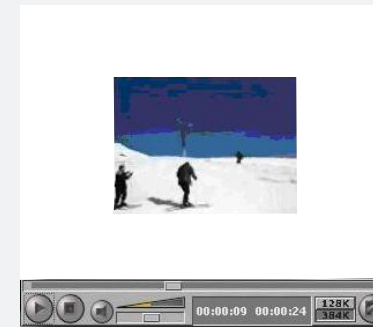


## You May Increase the Size of the Displayed Video
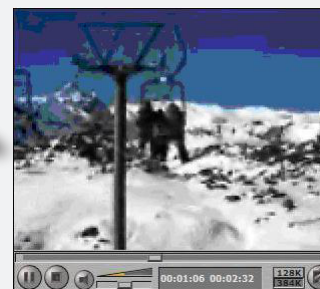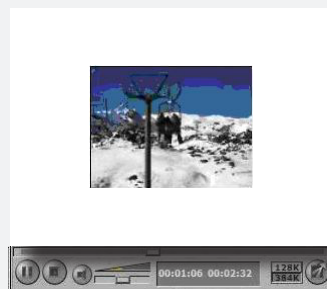


If you have selected a video playback option less than 320×240 pixels, the video will be displayed inside the player and not fill up the maximum allocated space within the main video playback area.

If the main video is already displayed at its maximum size (320×240 pixels), the **Enlarge** video button will be greyed out.

For other video resolutions, click



to increase the display size, and click



to restore to the original size of the video.

The image quality will be reduced if you increase the display size.

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# The Video Display Controls

## Controlling the Video Display

The video display controls let you start, pause, and stop the video; adjust the volume; alter the bitrate at which the video is shown and select the video size.

In addition you can use the Play Progress Bar to move to any position in the video.

## The Video Display Control Features



The Play Progress Bar shows:

- the progress of the downloading video
- the position where the video is playing
- a slider you can move to any position in the video.

If you have selected a video playback option less than 320×240 pixels, the video will be displayed inside the player and not fill up the maximum allocated space within the main video playback area.

If the main video is already displayed at its maximum size (320×240 pixels), the **Enlarge** video button will be greyed out.

For other video resolutions, click



too increase the display size, Click



to restore to the original size of the video.

**Play    Pause    Stop**

Click the **Play** button and the presentation will play from the current position of the slider.

The button will now change to the **Pause** button. Click to **Pause** the presentation. Click again to start playing. Click **Stop** to halt the presentation.

The sound level controller is for muting and adjusting the volume of the video.

Click on the speaker icon to toggle the volume on and off.

Drag the volume slider right to increase the volume or left to decrease the volume.

The numbers on the time indicator display:

Left: the time elapsed from the start of the video.

Right: the total length of the video.

The format of the time display is hours: minutes: seconds.

The number displayed, e.g. 384K, is the current play speed of the video that is displayed on the screen.

Click to choose the other bitrate.

The video will select the new format and start playing from the position you were at with the previous video.

The higher the number, the better the quality of the video. You need to select an appropriate bitrate depending on your Internet connection.

Check your computer's audio level if no sound can be heard.

The image quality will be reduced if you increase the display size.

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# Index and Bookmarks

## About Index and Bookmarks

The Content Viewer contains two types of indexes – Index and Bookmarks.

The Index is available for all users viewing the presentation and the Bookmarks are each user's individual indexes.

The items in the index can only be changed by an editor of the conference.

## Index Features

By clicking an item in the Index, the video will move and start playing at that reference point and display the corresponding slide.

## Bookmark Features

To access your own bookmarks for a conference, click the Bookmarks tab at the top.

Click on any of your bookmarks and the video will begin playing from this point and the corresponding slide in the presentation will be displayed.

## Creating Your Own Bookmarks

1 Use the Progress Bar to move to the position at which the bookmark should be inserted, or wait until this position has been reached when watching the video.
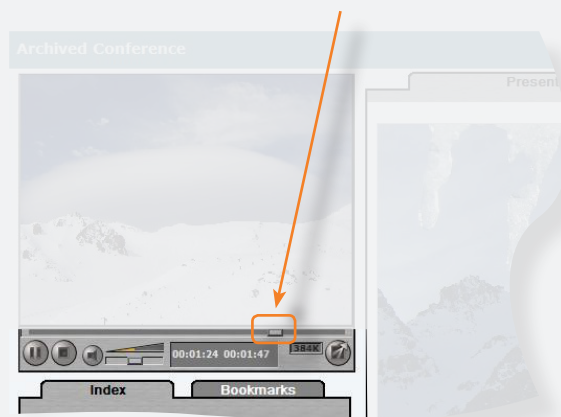
2 To create your own Bookmark, click on the Add Bookmark button.
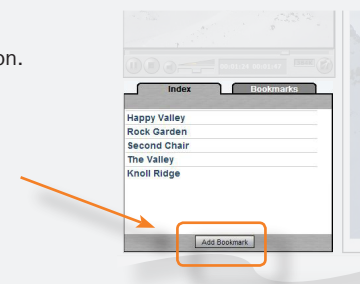
3 Enter an appropriate name for your personal bookmark.

Personal bookmarks are stored under each authenticated users' profile so that the next time a user views the conference they will be able to use them to navigate to the bookmarked areas.

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# The Presentation Window

## About the Presentation Window

## The Presentation Windows Options

In the Picture out of Picture example shown:

- The Main Video in the top left hand side shows the Main Source input from your videoconferencing equipment
- The Presentation tab shows any slides generated from Dual Video Source input (if Still Image Writer was available in the recording template)
- The Dual Video tab shows the live video from Dual Video Stream input.

# Edit Recorded Conferences

## About Editing Conferences

Recorded conferences can be edited. Markers can be added. Images and bookmarks can be added to markers.

Observe the following:

- Only Editors and Administrators can edit conferences
- Editors can edit their own conferences
- Administrators can edit all conferences.

## The Editing Conferences Page



From this page Editors and Administrators can edit permissions, conference metadata: such as name, description, speaker, etc., as well as access the Content Editor to trim recording, add images and indexes.

## Deleting Conferences

To delete one conference, click on the **Delete** link next to the conference, or select the checkbox next to the conference name and then click on the **Delete Selected** button. To delete all conferences on a page, use the checkbox above the column to select all conferences and then click on the **Delete Selected** button.

# Editing Conference Permissions

## About Editing Permissions

**Editors**. Editors can edit and delete a conference.

**Users**. Users can view the conference.

Entry in the Users field is disabled if **Allow access to all users** checkbox is selected.

Enter user or group names in the Editors or Users text fields one per line or separated by a semicolon, in the following formats:

**Local usernames**:

MACHINENAME\user.name:Display Name(optional)

**Domain and LDAP user and group names**:

**Users**: user.name:Display Name(optional)

**Groups**: @group.name

## The Editing Conferences Permissions Page



**Allow access to all users**. If the Allow access to all users checkbox is selected AND Guest access is enabled in Site Settings, all guests and authenticated users can view the conference.

If the Allow access to all users checkbox is selected AND Guest access is not enabled in Site Settings, only authenticated users can view the conference.

# Editing Conference Metadata

## The Editing Conferences Metadata Page

All the fields shown here, except the **Conference Name,** are optional and can be left empty.

Click the **Save** button if you have made changes to any fields on the screen.

Click **Return** to go back to the Conference List.

**Copyright**. Enter any copyright information about the conference.

**Keywords**. Enter any keywords that can be used when searching for the conference. Separatre each keyword with a space.

**Password**. Enter a password to restrict streaming access to this conference. If no password is entered, then there is no restriction on who has access to the conference if they can view it in the conference list.

**URL**. The Conference URL is displayed on this page with two links available, Watch and Email:

Clicking on **Watch** will take users to a 'Waiting Room' to select the appropriate bitrate to view the conference.

Clicking on **Email** will create a new email message in your email client with the conference URL which you can send to users.

**Name**. The name of the conference that participants will see.

**Description**. Details about the conference to be displayed beneath the Conference Name in the Conference List.

**Presenter**. Name or names of the presenters in the conference.

**Location**.Where the conference takes place.

**Category**. Select the appropriate Category from the pull down list for this conference.

**Date**. The date and time of the conference will be displayed at creation time of the conference.

### Screen content

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View Conferences    Conference Setup    Administrator Settings

**Recorded Conferences**

You are here: View Conferences ▸ Re

[ Save ] [ Return ]

[+] **Conference Permissions**

[−] **Conference Metadata**

| | |
|---|---|
| Name | Scheduled Meeting 04.10.2006 11:00 |
| Description | |
| Presenter | |
| Location | |
| Copyright | |
| Keywords | |
| Password | |
| Category | -- No Category Selected -- |
| Date | 04 Oct 06 10:57 am |
| URL | http://10.47.1.12/tcs/?id=0412BE06-997A-46EA-B7F1-5063D2DCD79B   Watch   Email |

[+] **Media URL List**

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# Editing Media URL List

## About Media URL Lists

## The Media URL List Display

The list will display the URLs of any on demand movies and the slide path for graphics associated with this conference. Only Administrators will see this section in Conference Information.

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# Editing Contents

## About Content Editor

Use the Content Editor to edit your conference in the following ways:

- Change the start and/or end point/s of the movie
- Add markers to the movie
- Upload images and add them to markers
- Add indexes to markers
- Import like movies into the current movie for multiple movie playback
- Create extra clips from the imported and current movies.

The Content Editor is available to Administrators and Users who have permission to edit a conference. The Content Editor is available when a recorded conference is edited.

After clicking the Content Editor button, the Content Editor will open in a new window. The first column displays the Main Video. The middle column displays the presentation and Dual Video, if it was created. The third column displays the Movies tab with the conference recording on the left and the editable Clip to the right showing the clip name, the start and end times of the clip.

## A Content Editor Example

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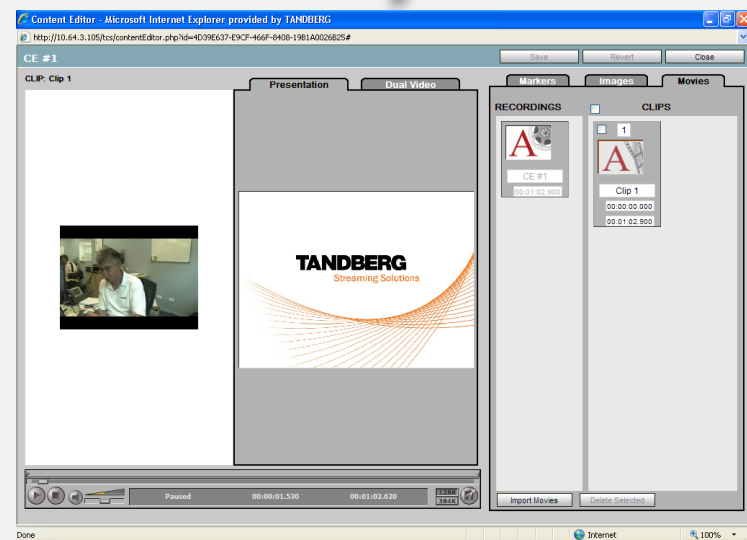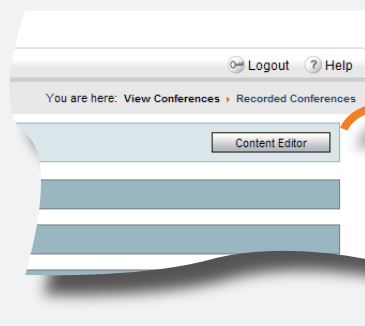
# Adding and Moving Markers

## About Markers

A Marker is a position in the conference that is linked to an Index point, an Image or both. When playing the conference, clicking on an Index point will forward the movie to that Marker location. When the movie reaches a Marker that has an image attached, the image will be displayed in the Presentation tab of the viewer.

Conference markers are displayed when the Markers tab is clicked. Markers can be selected from the markers tab list one at a time.

To select a marker in the Content Editor, click on:

- the marker's select box or
- the marker number or
- the marker time

When a marker is selected from the list, an orange rectangle will display around the marker's number, timecode, image and index. A small inverted triangle will be shown in the timeline of the controller to mark the position of the marker in the conference.

## Adding Markers
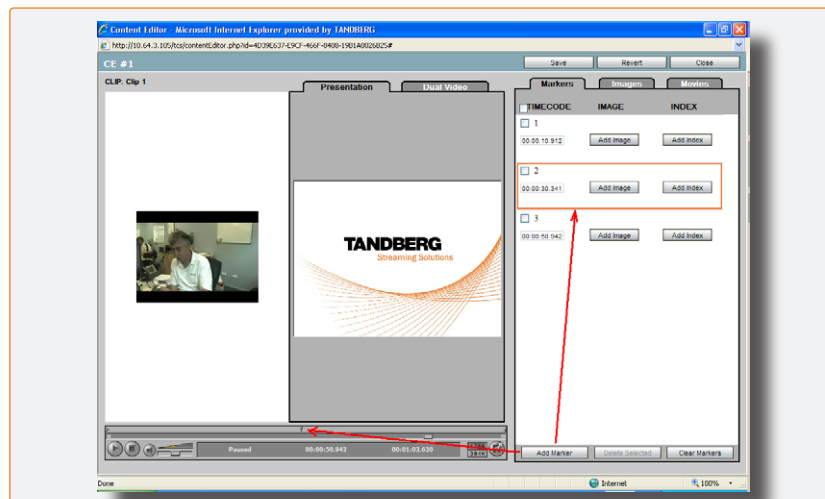


Adding markers into the timeline is done by clicking the **Add Marker** button while the clip is playing. A small inverted triangle at the centre point of the scrub-bar in the timeline will be added to indicate the position of the added marker.

This will also add a marker within the Markers tab positioned in time order, with Add Image and Add Index buttons available.

At this stage, the markers make no difference to the users watching the conference as there is nothing attached to them.

## Moving Existing Markers
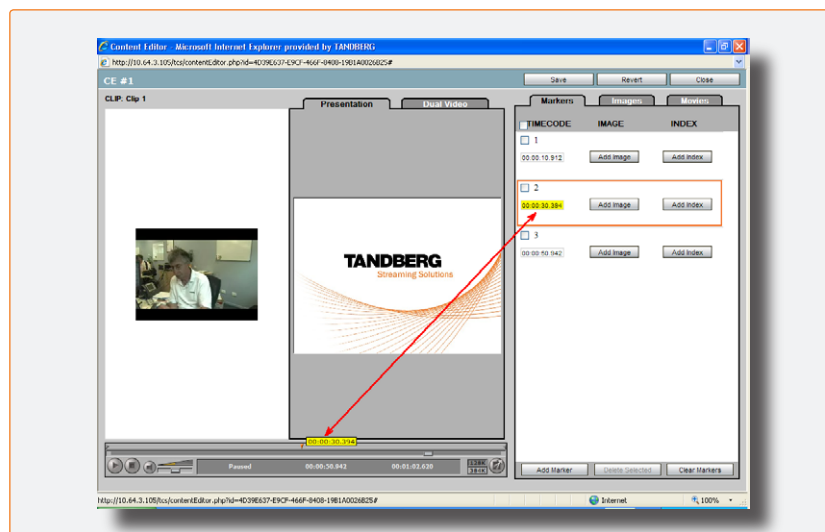


There are two ways of doing this; by editing the timecode or by dragging the marker.

**Editing the TIMECODE of the marker:**

Change the time (format is hh:mm:ss.000) in the time field and press enter. The marker in the timeline will move to the new location.

**By dragging the marker:**

The marker in the timeline can also be dragged to its new position and the timecode will also change. The marker will be displayed in the timeline when the corresponding timecode is selected as in the screen shot below.

Times entered as seconds will be converted.
**Example:** 65 will be converted to 00:01:05.000.

# Removing Markers

## Removing Selected Markers
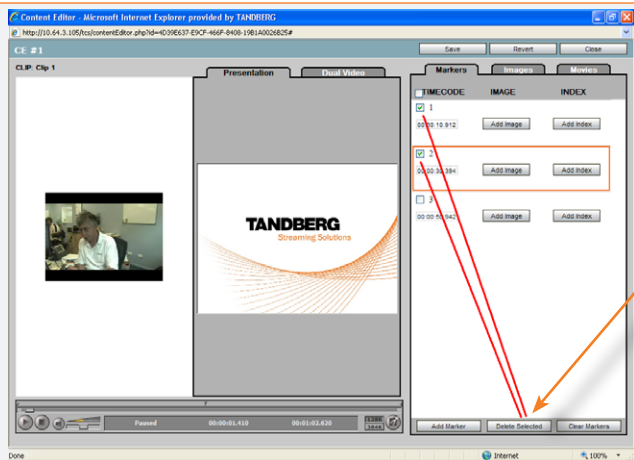


Select the markers to be removed by clicking the select box to the left of the marker number.

When the markers that you want to remove have been selected, click the **Delete Selected** button.

## Removing All Markers
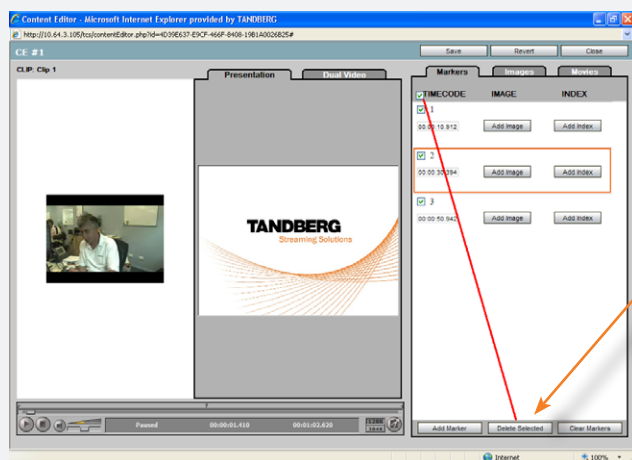


To remove all the markers on the screen (a page of markers when there is more than one page), click the select box to the left of **TIMECODE** to select all markers on the page and click the **Delete Selected** button.

To remove all the markers in a Conference, Click the **Clear Markers** button and you will be prompted with a dialogue box.

Press **OK** to remove all markers or press **Cancel** if you do not want to.

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# Image Uploading

## About Uploading Images

You may add images to your presentation. These images can later be associated with markers in order to present the images at certain moments in time during the streaming.

**Formats**. You can upload graphics in the following formats: .JPEG, .GIF and .PNG.

**Filesize**. The file size of the graphic must not exceed 150 kbytes, otherwise the image will not be uploaded.

**Dimensions**. The Content Editor will resize your graphic proportionally for display in the Content Viewer. If you would prefer to resize your graphic manually in a third party application, the ideal resolution for best display results is 640×480 pixels.

## Uploading Images

**1** Click on the **Images** tab at the top right hand side of the screen.
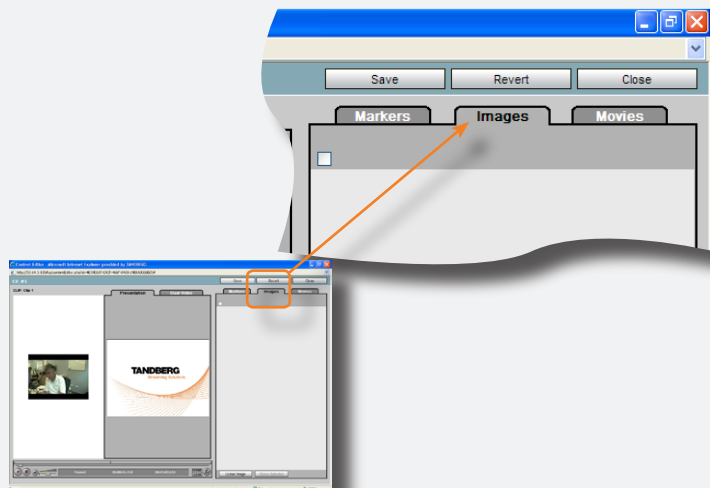


**2** Click the **Upload Image** button at the bottom left of the Images tab to add an image to your presentation folder.
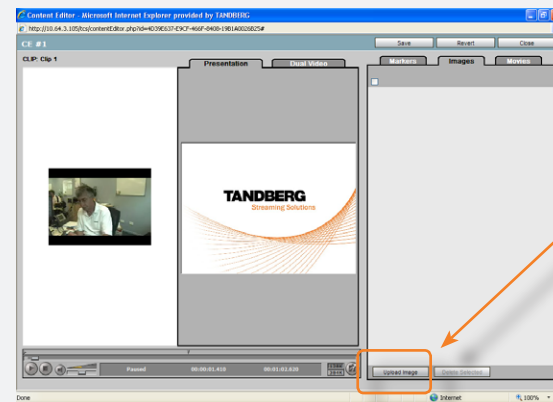


**3** Find the Folder on your computer that contains the images you want to add to the conference. Continue uploading images until you have the number required for your conference.
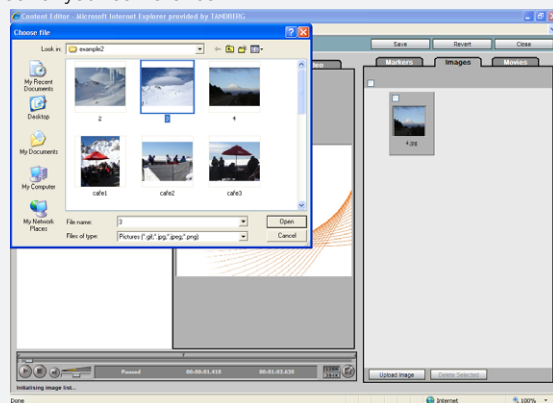


**4** The images will appear in the Images tab when uploaded.

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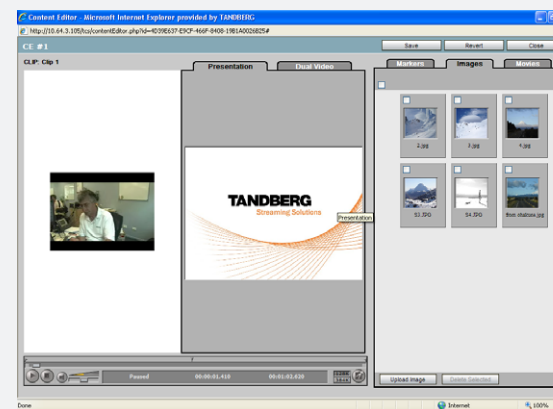
# Deleting Already Uploaded Images

## About Deleting Images

## Deleting Images

Images already uploaded may easily be deleted.
As described later in this section, images may be associated with markers to appear at certain moments in time during the streaming.
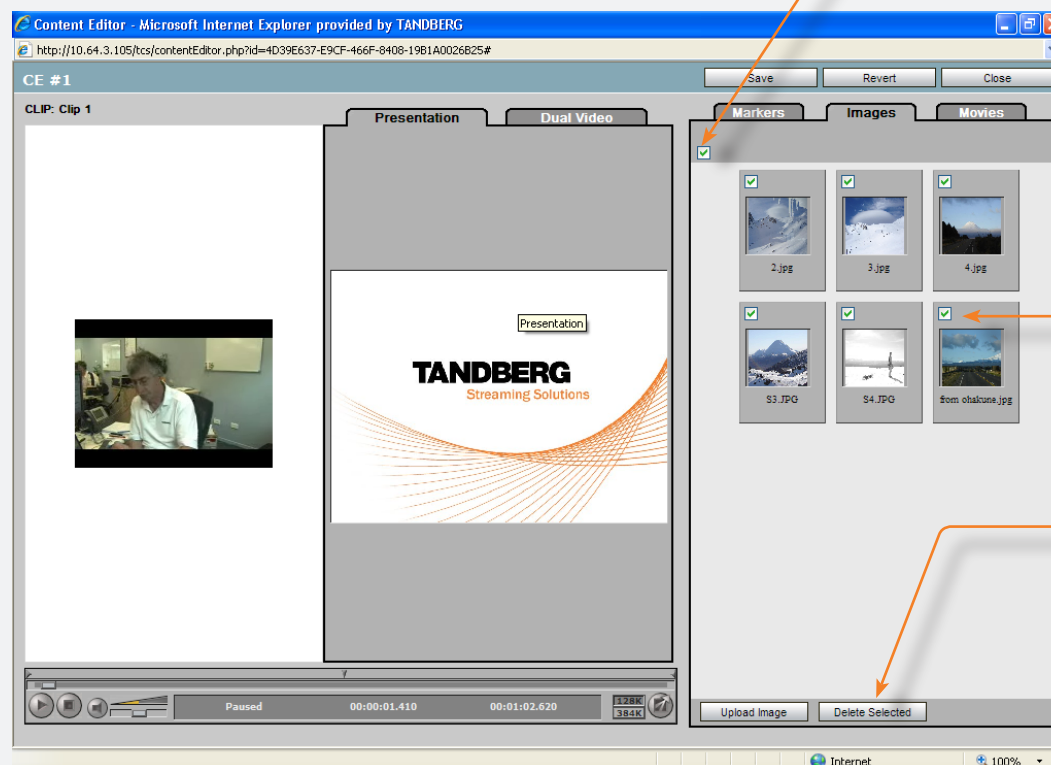


To remove all the images, click the **Select All** button, then click the **Delete Selected** button.

To delete an individual image, click the checkbox at the top left of the image and then click the **Delete Selected** button beneath the images.

The **Delete Selected** button.

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# Associating Images and Markers

## About Images and Markers

## Adding an Image to a Marker

Images already uploaded (see the previous pages for details) can be asociated with markers.

An image can be attached to more than one marker.

① Click on the **Markers** tab at the top right-hand side of the screen.
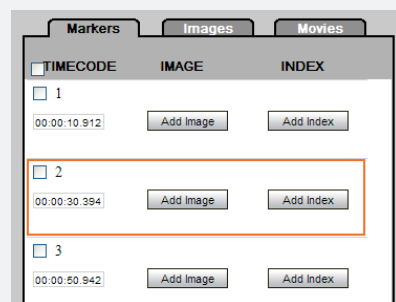


② Click on the **Add Image** button for the marker that the image is to be associated with. Marker No. 2 is used as example here.
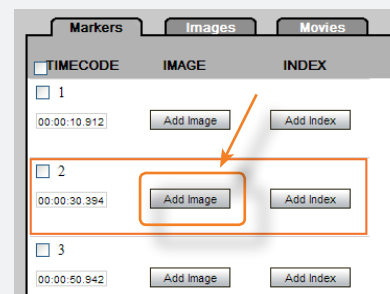


③ The images already uploaded will be displayed.
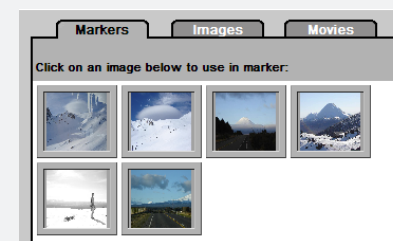


④ Click an image to attach to the marker.
The image will now be attached to the marker.

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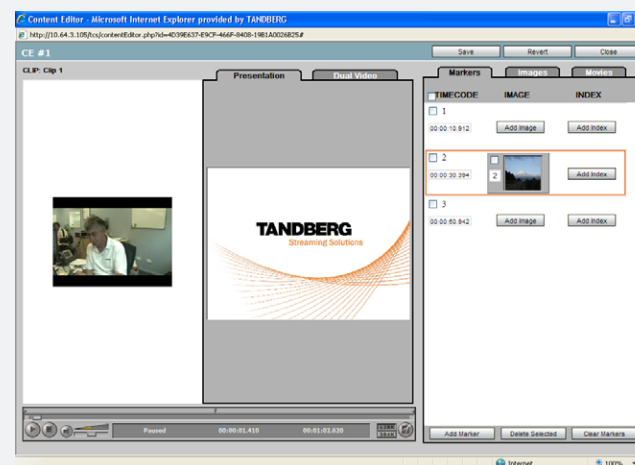
# Associating Indexes and Markers

## About Indexes and Markers

You may associate an index and marker in order to cause the resulting conference to display the Index points for the conference and also display the images at the correct points when playing the movie.

## Adding an Index to a Marker

**1** Click on the **Markers** tab at the top right-hand side of the screen.
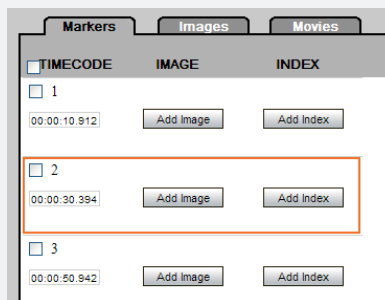


**2** Click on the **Add Index** button to the right of the marker time and image, if there is one. Marker No. 2 is used as an example here.
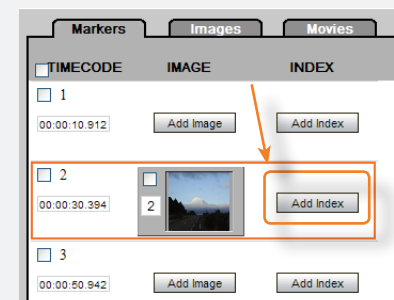


**3** If there is an image for the marker, the Index name will be the filename of the image. Otherwise, it will be called "Index X" where X is the Marker number.
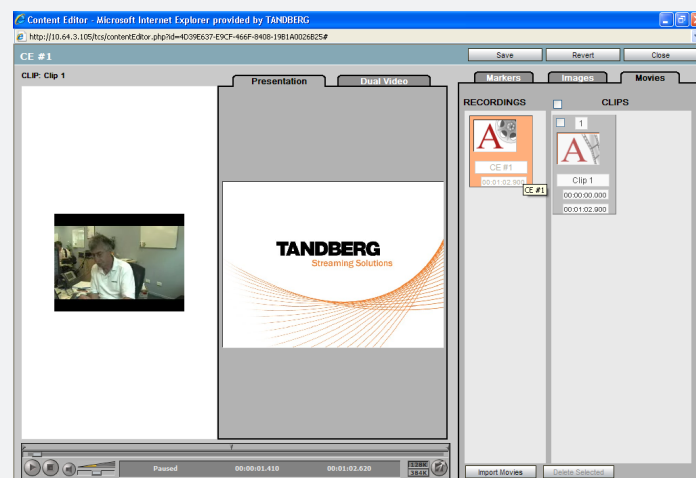


A user can only import like conferences that they have edit access to.

# Image, Index, and Marker Housekeeping

## About Housekeeping

Change the position of an image or a marker by clicking and dragging either to another marker. The Order number will automatically update.

Change the position of an image or a marker by changing the order number of either then pressing the **Enter** key. The image or marker will change new position to the new marker.

## Reshuffling Images/Indexes so that They Become Associated with a Different marker



Drag and drop with the mouse.
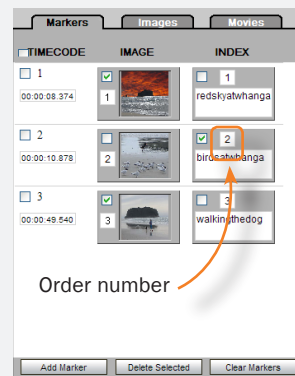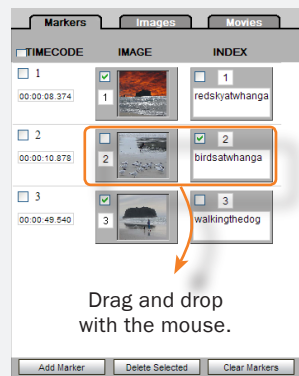


Order number

To change images or indexes attached to markers, either drag the thumbnail to the new position or change the order number.

## Deleting Images and Indexes

Select the Images and Indexes that you want to delete and click the **Delete Selected** button.
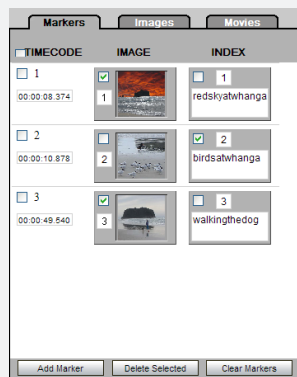


## Reshuffling Between Pages
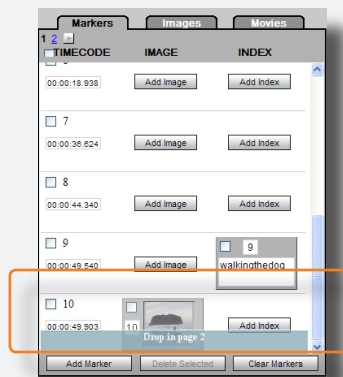


If the image or index is to change between pages, drag the thumbnail to the top or bottom of the page and a shaded box with the message **Drop in page #** will appear. Drop the image into the first position of the next page or the last position of the previous page then move to the correct location on the page.

Repeat, if needed.

When the thumbnail image or index is in the correct position, the order numbers will change for any that are in a new position.

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# Recordings and Clips

## About Recordings and Clips

A Recording is the video of the conference that shows in the left-hand window of the content viewer.

Clips are the versions of the recording that can be edited.

To access the recordings and clips of a conference, click on the Movies tab.

## Renaming a Recording

The Recording will display the conference name of the edited movie and the movie duration, these fields cannot be edited. If the conference name is larger than the field, placing the cursor over the field will display the whole name.

The clip for the edited movie will be called Clip 1 and a red highlight at the top and left of the graphic will indicate that the clip has been selected to edit and play.

.
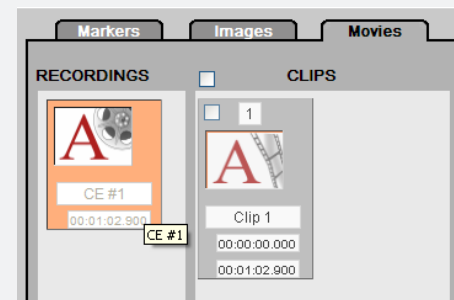


## In and Out Points

Change the In and Out points to remove unwanted video at the start or end of a conference.

The In and Out points in the clip window match with the in and out points in the video controller.

Change the In and Out points by either changing the time or dragging the triangles in the controller to the new positions.

Time is in the format hh:mm:ss.000.

The change in the conference duration will also be displayed in the Content Library interface.

Playing the new conference will result in the original conference being played from the new in point to the new out point.



Either here or here.
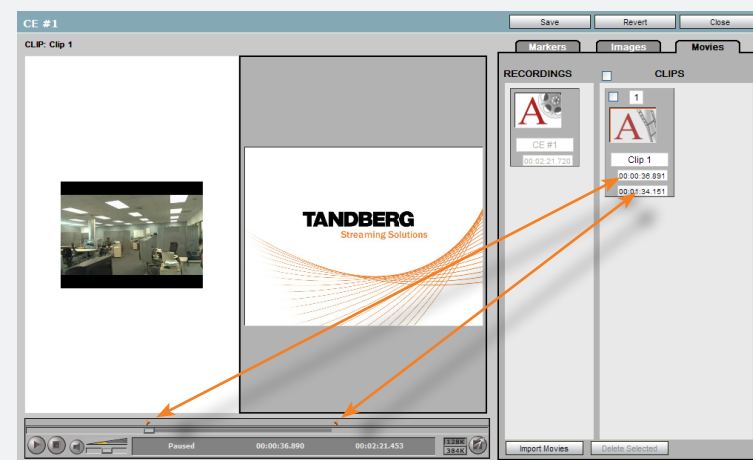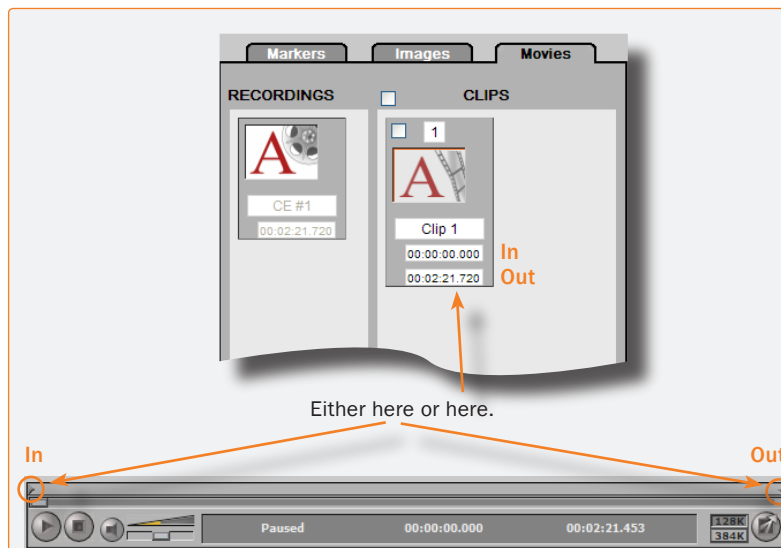


The link between the clips and the time line.

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# Creating and Handling Extra Clips From a Recording

## Creating an Extra Clip

Do this when a conference is to be split into more than one continuous piece from the original conference.

There may be two or more sections of a conference that you want users to view out of one conference so creating extra clips and editing each one is the way to achieve this result.

Click the **Save** button every few minutes so that any changes that are made are kept. If you have made a change that you do not want to keep, click the **Revert** button and the changes that were made after the last save will be discarded.

**1** Drag the recording to the clips window.
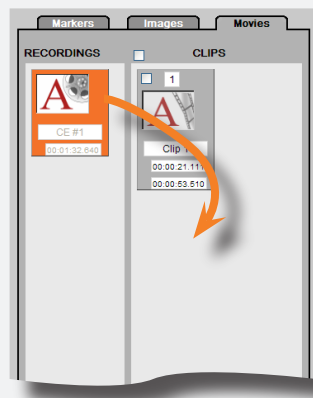
**2** Causing it to look like this.
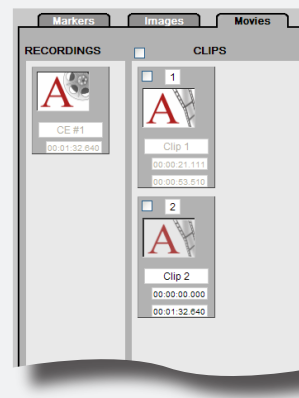
To make another clip from a recording, select the recording (in the orange part) in the left-hand window and drag it to the clips window.

Now change the in and out points of each clip and when the conference plays, clip 1 will be followed by clip 2 etc.

This feature is limited to ten clips per recording.

In and Out points of clips are described in Recordings and Clips.

## Reshuffling Clips

To change the order of clips, drag the clip to a new position or change the index number.

The order and index number will change and this will reflect in the playback of the conference.

Index No.
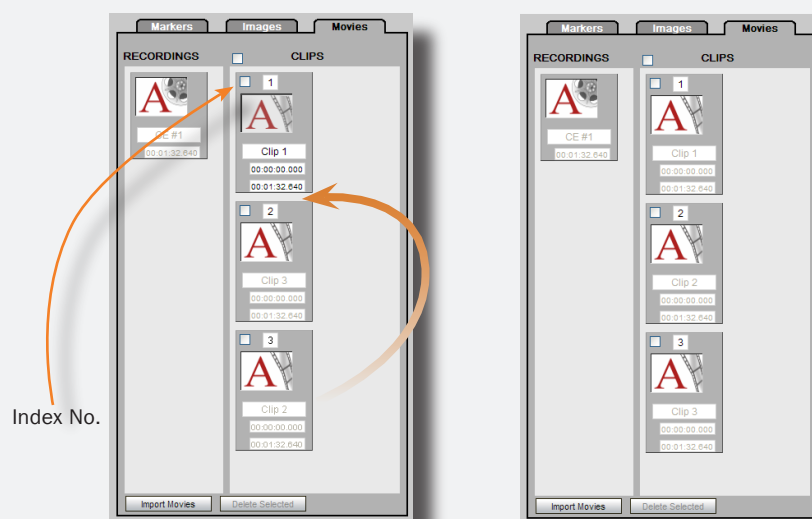
## Deleting Clips

To delete all clips, select the checkbox at the top of the clips and click the **Delete Selected** button at the bottom of the clip list.

To delete individual clips, select the checkbox for the clip to delete then click the **Delete Selected** button at the bottom of the clip list.

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# Importing Conferences

## About Importing Conferences

Use the Import option to join and then edit two different conferences on your TANDBERG Content Server into one.

Importing can only be done if the outputs of each conference are the same.

## Outputs Must Be Identical to Allow Import

| | Name | | Presenter | Date ▼ | Duration | Media |
|---|---|---|---|---|---|---|
| ☐ | CE #3 | Edit \| Delete | Ross | 10:01 am, 05 Dec 06 | 00:00:50 | 128K 384K |
| ☐ | CE #1 | Edit \| Delete | Ross | 9:38 am, 05 Dec 06 | 00:01:32 | 128K 384K |
| ☐ | CE #2 | Edit \| Delete | Ross | 9:37 am, 05 Dec 06 | 00:00:41 | 128K 384K |
| ☐ | Scheduled Meeting 4/12/2006 12:44 p.m. Edit \| Delete | | | 12:45 pm, 04 Dec 06 | 00:01:47 | 384K |
| ☐ | Scheduled Meeting 4/12/2006 12:50 p.m. Edit \| Delete | | | 12:52 pm, 04 Dec 06 | 01:08:12 | 384K |

In this example, when editing the first conference, the next two only from the list can be imported into the conference because they are both Windows Media files and both have a 128K and a 384K stream and the user can edit each conference.

## Importing Another Conference

Select the conferences that you want to Import and click the **Perform Import** button.

Select conferences then click "Perform Import":
☐ CE #3
☑ CE #2
☐ joanna can edit, ross can see
☐ Rad test2
☐ Transcoded Conference
☐ Transcoded Conference
☐ Stream and archive videoconference content

Perform Import    Cancel

Markers    Images    Movies

RECORDINGS    ☐ CLIPS

A
CE #1
00:01:32.640

☐ 1
A
Clip 1
00:00:00.000
00:01:32.640

B
CE #2
00:00:41.640

☐ 2
B
Clip 2
00:00:00.000
00:00:41.640
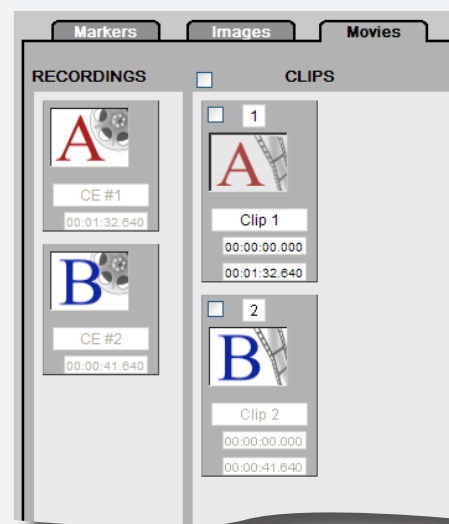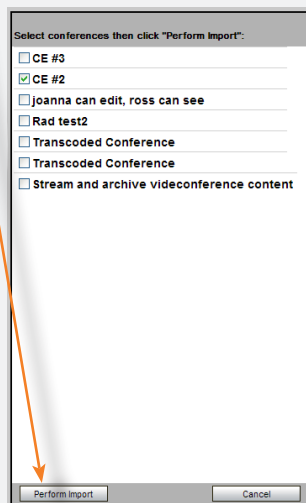
The resulting conference will be imported into the Content Editor.

With each clip the editor can do the following:

- Change the In and Out points
- Import images
- Create markers
- Attach images to markers
- Attach index pointes to markers.

The resulting conference will play each clip one after each other in the Content Viewer.

# Editing Conferences

## Editing Multiple Recordings

When importing multiple Recordings (Conferences) into the currently edited Conference, the initial Conference (called A) will stay as the first Recording and the imported ones are imported and displayed in date order with the oldest one being last in the list.
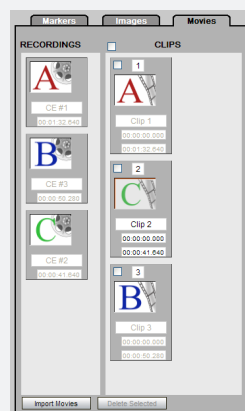


## Editing Clips
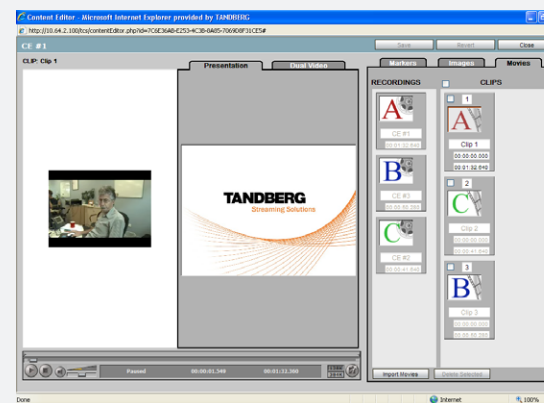


The selected clip, Clip 1 in this example, has the red outline on the A image. The Clip name, start and end time fields are editable and the name of the clip is displayed at the top left of the screen as well in the list.

## Creating Clips From Recordings

The Content Editor allows for a maximum of 5 recordings and 10 clips per conference. Conferences that already contain imported conferences cannot be imported into the currently edited conference.

Create more clips of a recording by moving the mouse over a recording and then clicking on the orange border of the recording and dragging it into the Clips area. The name of the Clip will be incremented by one and added to the bottom of the list of clips.



## Deleting Clips and Recordings
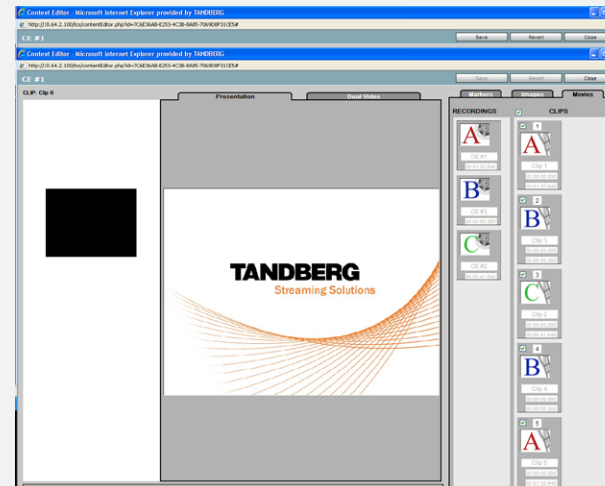


To remove all clips and their associated Recordings, select the check box at the top of the list of clips and click the Delete Selected button at the bottom of the screen.

This will remove all clips and only leave the original Recording associated with the conference.

To remove selected Clips, select the clips and click the Delete Selected button at the bottom of the screen. The associated Recordings will also be removed if all clips for that recording are deleted.

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# Content Server

We recommend that you check the TANDBERG web site regularly for updated versions of this manual:

http://www.tandberg.net/support/documentation.php

## Appendices

The Appendices contain information you may need to better understand the TANDBERG Content Server.

Here you will find a compatibility guide (which browser and media players version should I use), a small troubleshooting guide – in the unlikely event of trouble, an example XML file, Content Server port assignment, recording templates overview and articles on how to make backups.

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# LED Panel Menu Structure

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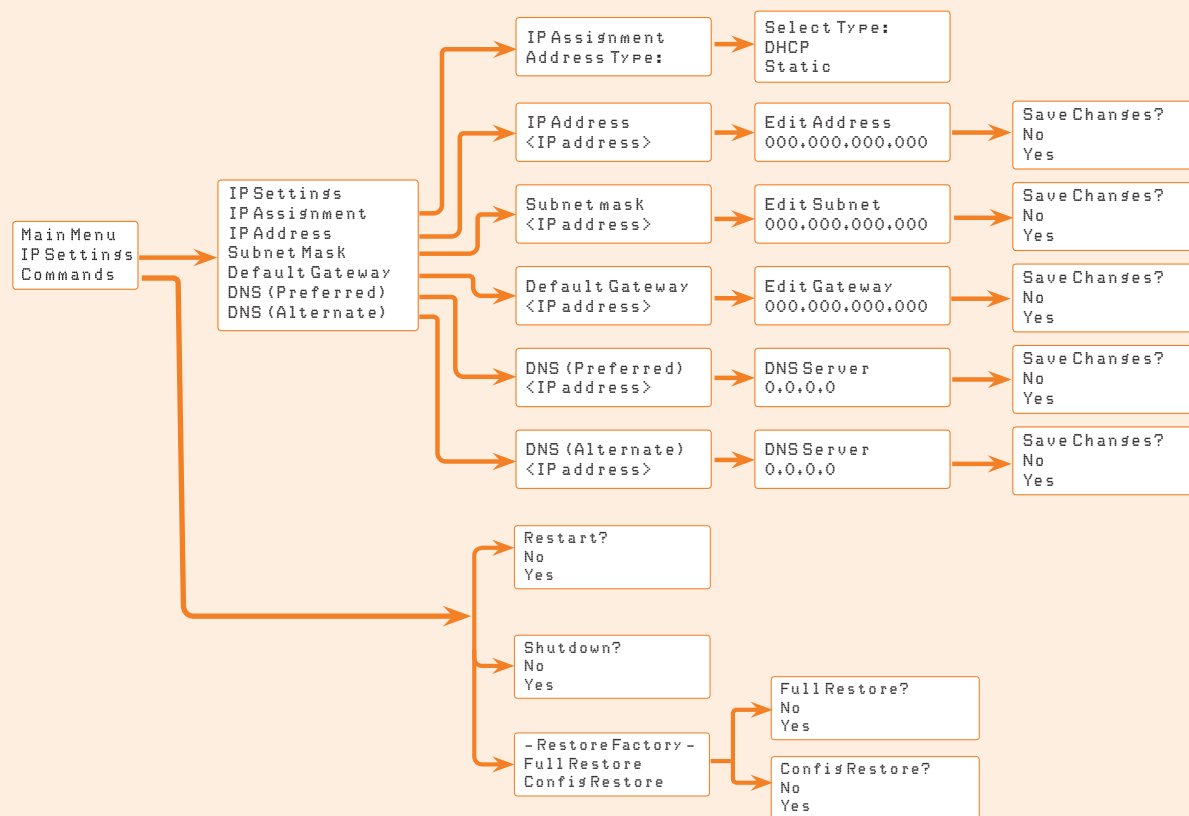
# Compatibility

## About Compatibility

For correct playback of streaming video on client machines, please read the compatibility notes on this page.

## Platform and Browser Version Compatibility

| OS | Browser | QuickTime | Windows Media | Real Media |
|----|---------|-----------|---------------|------------|
| MAC | FireFox 1.5 and higher | Yes | No | No |
| WIN | Mozilla FireFox 1.0 and higher | Yes | Yes | Yes |
| | Internet Explorer 6.0, and higher | Yes | Yes | Yes |

Check the platform, browser and browser version, then select the appropriate streaming format for content creation and playback according to the compatibility matrix.

## Recommended Player Versions

| Content Type | Recommended Player |
|--------------|--------------------|
| Windows Media content | Windows Media Player 9.x or 10.x |
| Real Media content | RealPlayer™ One |
| QuickTime content | QuickTime 6 or 7 |

## Playback of archive (ASF format) content

**Platform:** Windows® XP

**Browser version:** Internet Explorer (all versions) and Mozilla Firefox (all versions).

**Streaming content format:** Windows Media content from archiving calls (ASF format).

The TANDBERG Codec Pack must be installed on client machines to play back archiving Windows Media content (ASF format).

The TANDBERG Codec Pack is available for download by all Content Server users from this location: Help>Conference Test Page.

Administrators also have access to a distributed Codec Pack version, TAACodecPack_Dist.msi, from this location on the Content Server: C:\Program Files\TANDBERG\ContentServer\CodecPack. The distributed Codec Pack installer performs a 'silent' installation, with no user action required at the end of the installation.

**Download details**

**Name:** TAACodecPack.msi or TAACodecPack_Dist.msi.

**Type:** Windows Installer Package.

**Publisher:** TANDBERG

**Version:** 1.0.0

**Date:** 20/09/2006

**Size:** 3.4MB

**Supported OS:** Microsoft® Windows® XP.

## Playback of Windows Media Content in Mozilla Firefox

**Platform:** Windows.

**Browser version:** Mozilla Firefox (all versions).

**Streaming content format:** Windows Media content from transcoding (WMV format) and archiving calls (ASF format).

Mozilla Firefox browsers require ActiveX® control plugin to be installed to display movies in Windows Media® WMV and ASF formats.

The following ActiveX plugin for Mozilla Firefox has been tested – **Adam Lock's ActiveX Plugin for Firefox**, available as a free download at the time of publishing this user guide.

To find the download site, either type "Adam Lock's ActiveX Plugin for Firefox" as a search string in your search engine, or follow the instructions for installing and checking the Active X plugin installation from the MozillaZine Forum Index -> Firefox Support page at http://forums.mozillazine.org/viewtopic.php?t=206213

From this page, you can click on either "Warp to ActiveX Plugin" or "Installing the ActiveX plugin" in the Contents List to find the correct version for your Mozilla Firefox browser to download and install.

⚠️ ActiveX® plugins are browser-version specific. If users download the wrong version of the plugin, this can break their browser.

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# Troubleshooting Guide

| Conference Setup > Create Conference | |
|---|---|
| **Message** | **Solution** |
| Call Status > Call State: Call failed - Called party not registered | Check that the H.323 ID or E.164 alias address you have typed in the Call Information: Address field is valid and that the device you are trying to dial is registered to the gatekeeper. |
| Call State: Not in call | Your call has not been connected. This could be due to a number of reasons. Check that the IP address, H.323 ID or E.164 alias address you have typed in the Call Information: Address field is correct. If Call State displays Not in call and Change status is displayed next to Conference Name, that means that your call has failed. To remove the call from Live view, click on Change status and change status to Recorded, then delete the conference from the Recorded Conferences view. |
| Call State: Call failed - Unavailable resources | Occurs when an invalid IP address is dialled. |
| Call State: Call failed - Could not resolve host name <H323 ID> to IP address. | This message is displayed when trying to dial the H323 ID of a system when the Content Server is not registered to the gatekeeper. |
| Call failed - Service or option not available, unspecified | Occurs when an invalid remote address is dialled |

| View Conferences > Live Conferences | |
|---|---|
| **Message** | **Solution** |
| Recording in progress | If you go to a Live Conferences view in the Content Library and Recording in Progress message is displayed instead of links to movies, that means that the template that the call is using does not allow for live streaming of the conference. This is the case for all QuickTime format content, which can only be viewed on demand from the Content Server. QuickTime format content can be viewed live, if streamed from an external streaming server. |

| Content Viewer | |
|---|---|
| **Message** | **Solution** |
| Video isn't displayed | If video is not displayed, your browser may not have the required plug-in or may be unsupported. For a list of supported browsers and player versions, view Appendix 2, Compatibility. |

| Administrator Settings > Site Settings | |
|---|---|
| **Message** | **Solution** |
| The TANDBERG Content Server has an invalid license. | Option keys have not been installed on your Content Server. Go to Administrator Settings > Software Upgrade page, install option keys and click on Restart Service. |
| | Please contact your TANDBERG representative or authorized reseller for more information on other error messages. |

# Example XML File

## About XML File Example

An example of an XML file for a Transcoding call template, Windows Media 9 2xStreams Mid with Dual.

The outputs of this template include two Windows media streams – a 384K and a 128K stream, which can be viewed in the top left-hand side window of the Content Viewer.

If Dual Video has been activated in the call, the template creates an extended Dual Video stream which can be viewed by clicking on the Dual Video tab and also writes the Dual Video input to a still frame every 15 seconds. Those still images can be viewed alongside the main video when the Presentation tab has been selected. Users can also browse through the still image thumbnails by clicking on the Image List.
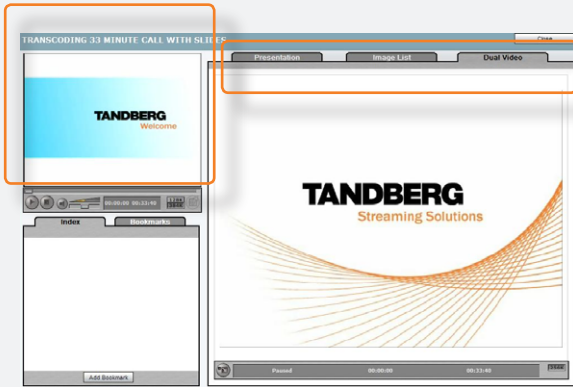
## XML File Example

```
<template version="1" readonly="true" description="Windows Media 9 2xStreams Mid with Dual">
        <writer writer _ codec="WindowsMedia" profile _ filename="WM9 _ 384k(15fps).prx" streaming _
path="mms://(local)/" on _ demand _ path="mms://(local)/" on _ demand _ output="file" source="normal"
title="WindowsMedia Video 9 Writer 384k" pip _ location="none">
                <output type="file" directory="(medialocation)/media/" title="File Output"/>
                <output type="serverpush" server _ name="(local)" port="8080" publishing _ point _
copy="" username="" password="" title="Serverpush Output"/>
        </writer>
        <writer writer _ codec="WindowsMedia" profile _ filename="WM9 _ 128k.prx" streaming _
path="mms://(local)/" on _ demand _ path="mms://(local)/" on _ demand _ output="file" source="normal"
title="WindowsMedia Video 9 Writer 128k" pip _ location="none">
                <output type="file" directory="(medialocation)/media/" title="File Output"/>
                <output type="serverpush" server _ name="(local)" port="8080" publishing _ point _
copy="" username="" password="" title="Serverpush Output"/>
        </writer>
        <writer writer _ codec="WindowsMedia" profile _ filename="WM9 _ VGA.prx" streaming _
path="mms://(local)/" on _ demand _ path="mms://(local)/" on _ demand _ output="file" source="extended"
title="WindowsMedia Video 9 Writer VGA" pip _ location="none">
                <output type="file" directory="(medialocation)/media/" title="File Output"/>
                <output type="serverpush" server _ name="(local)" port="8080" publishing _ point _
copy="" username="" password="" title="Serverpush Output"/>
        </writer>
        <writer writer _ codec="StillImage" source="extended" title="StillImage Writer">
                <output type="file" seconds _ between _ frames="15" title="File Output"/>
        </writer>
</template>
```

| Transcoding Templates and Their Outputs at a Glance | | |
|---|---|---|
| QuickTime 2xStreams High with Dual | QT-DblHighDual.xml | Two video streams from Main Source (at 256 and 512 K), one video stream from a Dual Stream Source and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| QuickTime 2xStreams Low with Dual | QT-DblLowDual.xml | Two video streams from Main Source (at 56 and 384 K), one video stream from a Dual Stream Source and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| QuickTime 2xStreams Mid with Dual | QT-DblMidDual.xml | Two video streams from Main Source (at 128 and 384 K), one video stream from a Dual Stream Source and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| QuickTime Dual Stream Only No PiP | QT-DualOnlyPiPVGA.xml | Single video stream at 512 K from a Dual Stream Source (if Dual Stream Source available), displayed in a Picture in Picture layout |
| QuickTime Dual Stream PiP Top Right | QT-DualPiPVGA.xml | Single video stream at 384 K from a Dual Stream Source (if Dual Stream Source available) with small inset video in top right from Main Source, displayed in a Picture in Picture layout |
| QuickTime Single Stream with | Dual QT-StdDual.xml | One video stream at 384 K from Main Source and one video stream from a Dual Stream Source (if Dual Stream Source available) |
| QuickTime Single Stream without Dual | QT-StdNoDual.xml | A single video stream at 384 K from Main Source |
| Real Media 2xStreams High with Dual Slides | RM-DblHighDual.xml | Two video streams from Main Source (at 256 and 512 K) and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| Real Media 2xStreams Low with Dual Slides | RM-DblLowDual.xml | Two video streams from Main Source (at 56 and 256 K) and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| Real Media 2xStreams Mid with Dual Slides | RM-DblMidDual.xml | Two video streams from Main Source (at 128 and 384 K) and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| Real Media Dual Stream Only No PiP | RM-DualOnlyPiPVGA.xml | Single video stream at 512 K from a Dual Stream Source (if Dual Stream Source available), displayed in a Picture in Picture layout |
| Real Media Dual Stream PiP Top Right | RM-DualPiPVGA.xml | Single video stream at 384 K from a Dual Stream Source (if Dual Stream Source available) with small inset video in top right from Main Source, displayed in a Picture in Picture layout |
| Real Media Single Stream with Dual Slides | RM-StdDual.xml | Single video stream at 256 K and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available) |
| Real Media Single Stream without Dual | RM-StdNoDual.xml | Single video stream at 384 K |
| Windows Media 9 2xStreams High with Dual | WM-DblHighDual.xml | Two video streams from Main Source (at 256 and 512 K), one video stream from a Dual Stream Source and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| Windows Media 9 2xStreams Low with Dual | WM-DblLowDual.xml | Two video streams from Main Source (at 56 and 384 K), one video stream from a Dual Stream Source and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |

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| Windows Media 9 2xStreams Mid with Dual | WM-DblMidDual.xml | Two video streams from Main Source (at 128 and 384 K), one video stream from a Dual Stream Source and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| Windows Media 9 Dual Stream Only No PiP | WM-DualOnlyPiPVGA.xml | Single video stream at 512 K from a Dual Stream Source (if Dual Stream Source available), displayed in a Picture in Picture layout |
| Windows Media 9 Dual Stream PiP Top Right | WM-DualPiPVGA.xml | Single video stream at 384 K from a Dual Stream Source (if Dual Stream Source available) with small inset video in top right from Main Source, displayed in a Picture in Picture layout |
| Windows Media 9 Single Stream with Dual | WM-StdDual.xml | One video stream at 384 K from Main Source and one video stream from a Dual Stream Source (if Dual Stream Source available) |
| Windows Media 9 Single Stream without Dual | WM-StdNoDual.xml | A single video stream at 384 K from Main Source |
| Windows Media High Bitrate Audio with Duo Slides | WM_AUDHigh.xml | An audio stream with screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| Windows Media Low Bitrate Audio and Duo Slides | WM_AUDLow.xml | An audio stream with screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available). |
| WM9 TCS three format triple play | WM-TripleDefault.xml | Two Windows Media video streams, two QuickTime and two Real Media video streams, with the low-bitrate stream at 56K and the high-bitrate stream at 384K. This template will ignore any codecs not selected in Site Settings > Site Codec Support, and will only record in the supported formats. So, if only Windows Media codec is selected in Site Codec Support, only Windows Media video streams will be recorded. |
| Zune Audio | ZuneAudio.xml | A Windows Media audio only file. |
| Zune Presentation | ZunePresentation.xml | A Windows Media video file from a Dual Stream Source (usually H.239). |
| Zune Presentation with PiP | ZunePresentationPiP.xml | A Windows Media video file from a Dual Stream Source (usually H.239) and a small inset picture from Main Source in the Picture in Picture format. |
| Zune Video | ZuneVideo.xml | A Windows Media video file from Main Source. |

### Archiving Templates and Their Outputs at a Glance:

| Windows Media Archiving Dual Stream | WM-ASFDual.xml | One video stream from Main Source and an extended video stream from Dual Stream Source (if available) recorded at the bitrate that the videocall was made at |
| Windows Media Archiving Single Stream | WM-ASFStd.xml | Single video stream at the bitrate that the videocall was made at |
| QuickTime Archiving Dual Stream | QT-MOVDual.xml | Single video stream from Main Source and screenshots from a Dual Stream Source taken every 60 seconds (if Dual Stream Source available) recorded at the bitrate that the videocall was made at. |
| QuickTime Archiving Single Stream | QT-MOVStd.xml | Single video stream at the bitrate that the videocall was made at. Media are available for on demand viewing only. |

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# TANDBERG Content Server Port Assignment

The table lists ports used by the TANDBERG Content Server.

| Port | Protocols | Used by |
|------|-----------|---------|
| 80 | TCP | The TANDBERG Content Server web application |
| 443 | TCP | The TANDBERG Content Server web application on SSL |
| 554 | TCP, UDP | WMS RTSP Server Control Protocol |
| 1718 | UDP | Gatekeeper discovery |
| 1719 | UDP | RAS |
| 1720 | | Listen Port |
| 1755 | TCP, UDP | WMS MMS Server Control Protocol |
| 2090 | TCP | The TANDBERG Content Server database |
| 3389 | TCP | Remote Desktop Protocol |
| 8008 | TCP | The TANDBERG Content Server application |
| 8080 | TCP | WMS HTTP Server Control Protocol |
| 8096 | TCP | Windows Media Administration Site on SSL |
| 8098 | TCP | Windows Web Administration on SSL |

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# Database Backup Tool – Making Backups

## About Database Backup

A new tool now enables the administrator to back up database files on the Content Server and restore the database from backup.

## Opening the Tool
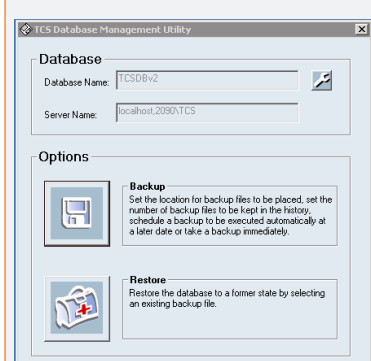
The tool is available by logging on to the Content Server by remote desktop. You can open it by clicking on the desktop shortcut or by running it from **Start Menu**>**Programs**>**TANDBERG**> **TCS**>**TCS Database Backup**

Two options are available from the Start page of the tool:

- Click on **Backup**, if you want to set backup options
- Click on **Restore** if you have got database backup files that you want to restore.

## Backup Location
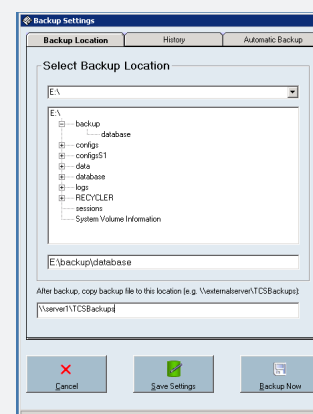
- Click on **Backup Location** tab if it isn't highlighted already
- Selecting **Backup Location** allows you to set a location the Content Server where your backups will be stored. The recommended location is **E:\backup\database**
- For added security, you may also specify an external location where files from the E drive will be automatically copied to
- Click on the **Save Settings** button.

## Specifying How many Backup Files to Retain
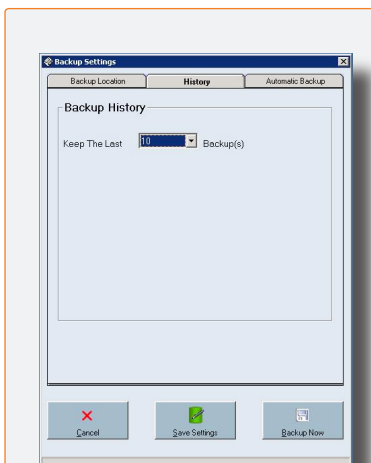
- Click on **History** tab
- History allows you to specify how many backup files will be kept in the backup folder. After reaching the maximum number of backup files specified in History, older backup files will be automatically deleted
- Select the required number from the Keep the Last x Backup(s) drop-down menu
- Click on the Save Settings button.

## Specifying Automatic Backup
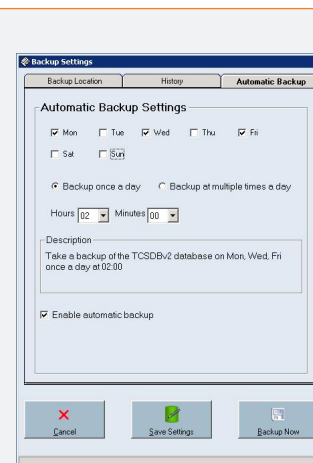
- Click on **Automatic Backup** tab
- To make an ad-hoc backup of the database right now, click on the **Backup Now button**.

If you want to set up automatic backups:

1. Select the Enable automatic backup checkbox
2. Specify the days of the week when you want backup to take place
3. Select the radio button Backup once a day and specify a time for the backup (for example, at 2 am in the attached screenshot).

or

1. Select the radio button Backup at multiple times a day and specify the required interval between backups.

To save settings click **Save Settings** button.

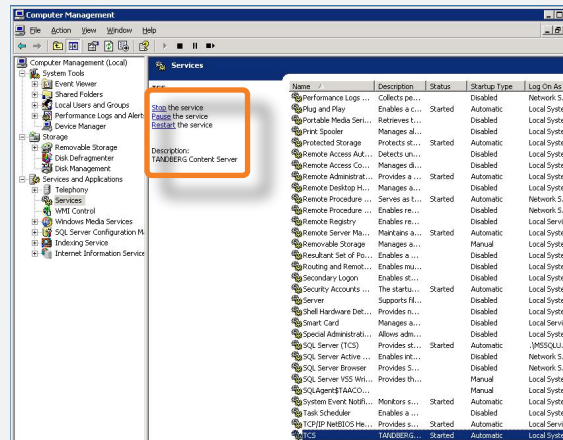# Database Backup Tool – Restoring from Backup

## About Restoring

If you wish to restore the database from backup, you need to ensure that the Content Server is not in call and that no calls can be made during the restore process. You also need to ensure that the backup file you wish to restore the database from is available in the following location E:\backup\database. If the file you want to use for the restore function is not there, you can manually copy it from an external location to E:\backup\database.
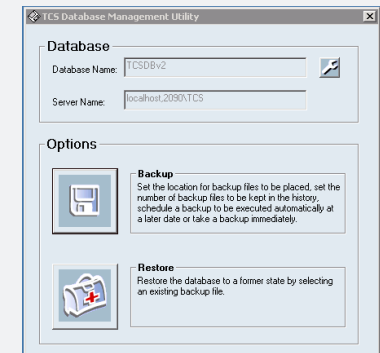
## Restoring Data

**1** Before you use the restore function, you must stop the Content Server service:
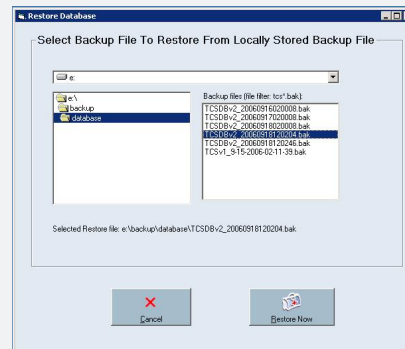
- End all ongoing calls
- Log in to the Content Server by remote desktop
- From Computer Management, click on Services, select TCS from the list of services and click on Stop the service.
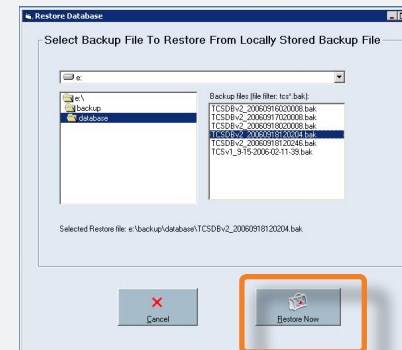


**2** Now open the TCS Database Backup tool and click on Restore button.



**3** Select the Backup file you want to use to restore the database from.



**4** Click on the Restore Now button.



**5** After the database has been restored from backup, start the Content Server service.

**6** From Computer Management, click on Services, select TCS from the list of services and click on Start the service.

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TANDBERG

# Zune™ and the TANDBERG Content Server

## About Zune™

Zune™ is Microsoft's new player for music, pictures and video.

The TANDBERG Content Server can save recorded conferences in the correct format to be downloaded and synchronised with your zune™ for playback. This appendix explains how to do this.



## Recording Aliases

We recommend that a Zune Recording Alias is created for each Template and named similar to the Templates for ease of use, like the example shown here.

**Recording Alias**

| | |
|---|---|
| Name | Zune Video |
| Owner | System Administrator (ONEOSIX\Administrator) |

**Properties**

| | |
|---|---|
| H.323 ID | |
| E.164 Alias | 106001 |
| Recording Type | Transcoding |
| System Alias | ☐ |

**Settings**

| | |
|---|---|
| Template | Zune Video - ZuneVideo.xml |
| Call Configuration | Full Call Configuration - FullCallConfig.xml |

## Zune Templates

There are 4 Zune Templates set up and ready to use on the TANDBERG Content Server:

- Zune Audio – Creates an audio presentation only
- Zune Presentation – Video from Presentation Source (usually H.239 – computer source)
- Zune Presentation with PiP – Video from both Presentation (full screen) and Camera Source (small picture in top right of screen)
- Zune Video – Video from normal source (usually camera)

| ☐ | Description ▲ | | Filename | Recording Type | Codecs |
|---|---|---|---|---|---|
| ☐ | **Zune Audio** | Duplicate | ZuneAudio.xml | Transcoding | 🎵 |
| ☐ | **Zune Presentation** | Duplicate | ZunePresentation.xml | Transcoding | 🎵 |
| ☐ | **Zune Presentation with PiP** | Duplicate | ZunePresentationPiP.xml | Transcoding | 🎵 |
| ☐ | **Zune Video** | Duplicate | ZuneVideo.xml | Transcoding | 🎵 |

💡 A template can be a combination of a number of outputs so a recorded conference can include media for the Zune player as well as media streaming from the TCS interface. The Administrator will have to create custom templates if they are required.
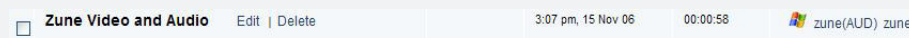
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# Creating a Conference
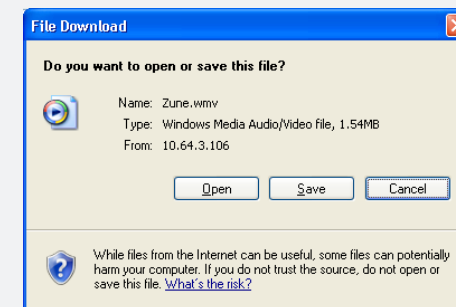
## About Creating a Conference

Create a conference in the same way that you usually do using your Zune template and at the end of the call the resulting files will be displayed in the TCS interface.

## TANDBERG Content Server Interface

**1** A Zune recorded conference will appear in the interface as **zune** or **Zune(AUD)**.

**Zune(AUD)** indicates an audio-only file and **zune** indicates a video file (with the associated audio stream).

| | | | | |
|---|---|---|---|---|
| ☐ **Zune Video and Audio** | Edit \| Delete | 3:07 pm, 15 Nov 06 | 00:00:58 | zune(AUD) zune |

**2** Click on **zune(AUD)** or **zune** and you will be will prompted with this dialogue box.

**File Download**

Do you want to open or save this file?

Name: Zune.wmv
Type: Windows Media Audio/Video file, 1.54MB
From: 10.64.3.106

[ Open ] [ Save ] [ Cancel ]

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

**3** Save the zune file into the folder in your Zune Library to synchronise it to your Zune device.

Zune is initially synchronised with the computers "My Videos" folder so that is a good place to start unless there is a separate folder for video synchronisation.
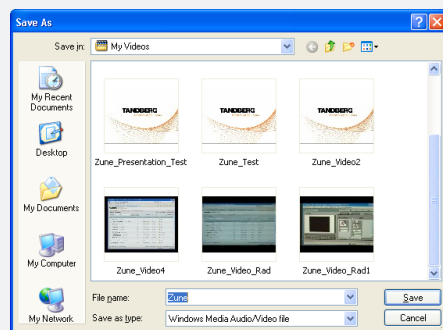
**4** Connect your Zune player to your Personal Computer and it will either automatically synchronise with your selected folders or if synchronisation is turned off, you can drag the video files to your Zune from the "My Videos" folder as shown below.
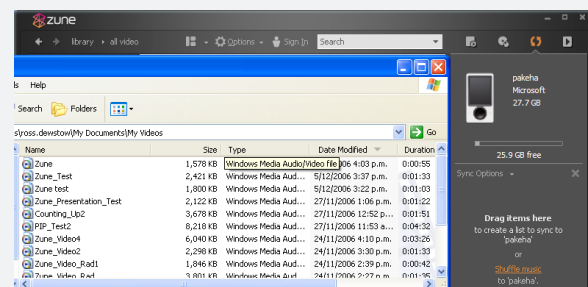
**5** Click the Start Sync option in Zune to sync your Video and Zune player.
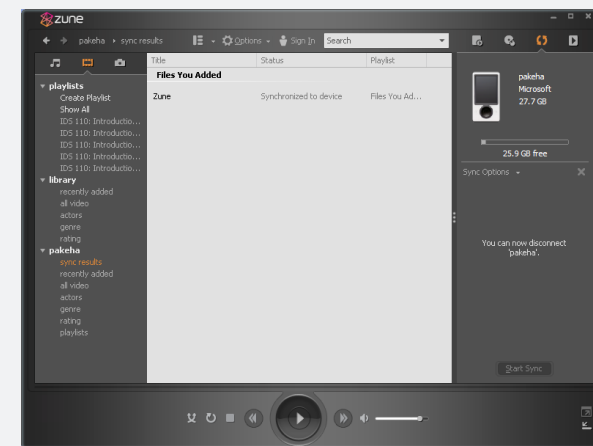
**6** Now the Video from the TANDBERG Content Server is on the Zune ready to play. Use the Zune menu system to find the TANDBERG conference to play on your Zune.

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